

1 Steven Weinmann (SBN 190956)
2 Steven.Weinmann@capstonelawyers.com
3 Tarek H. Zohdy (SBN 247775)
4 Tarek.Zohdy@capstonelawyers.com
5 Cody R. Padgett (SBN 275553)
6 Cody.Padgett@capstonelawyers.com
7 Trisha K. Monesi (SBN 303512)
8 Trisha.Monesi@capstonelawyers.com
9 Capstone Law APC
10 1875 Century Park East, Suite 1000
11 Los Angeles, California 90067
12 Telephone: (310) 556-4811
13 Facsimile: (310) 943-0396

14 Russell D. Paul (*pro hac vice* pending)
15 rpaul@bm.net
16 Amey J. Park (*pro hac vice* pending)
17 apark@bm.net
18 BERGER MONTAGUE P.C.
19 1818 Market Street, Suite 3600
20 Philadelphia, PA 19103
21 Telephone: (215) 875-3000
22 Facsimile: (215) 875-4604

23 Attorneys for Plaintiffs

24 UNITED STATES DISTRICT COURT

25 CENTRAL DISTRICT OF CALIFORNIA

26 GORDON ARMSTRONG,
27 ANDREW VIERRA, SANDY
MORENO and STEPHEN
MERMAN, individually, and on
behalf of a class of similarly situated
individuals,

28 Plaintiffs,

v.

SUBARU OF AMERICA, INC. and
FUJI HEAVY INDUSTRIES, LTD.,

Defendants.

Case No.:

CLASS ACTION COMPLAINT FOR:

- (1) Violations of California's Consumers Legal Remedies Act, Cal. Civ. Code §1750 *et seq.*
- (2) Violations of Unfair Competition Law, Cal. Bus. & Prof. §17200 *et seq.*
- (3) Breach of Implied Warranty pursuant to Song-Beverly Consumer Warranty Act
- (4) Violations of the Colorado Consumer Protection Act, Colo. Rev. Stat §6-1-101 *et seq.*
- (5) Breach of Implied Warranty of Merchantability, Colo. Rev. Stat. §4-2-313 & 4-2.5-212
- (6) Breach of Express Warranty under the Magnuson-Moss Warranty Act
- (7) Breach of Implied Warranty under the Magnuson-Moss Warranty Act
- (8) Unjust Enrichment

DEMAND FOR JURY TRIAL

1. Plaintiffs Gordon Armstrong, Andrew Vierra, Sandy Moreno, and Stephen Merman ("Plaintiffs") bring this action for themselves and on behalf of all persons in the United States who purchased or leased any 2017-2019 Subaru Forester, 2017-2019 Subaru Outback, or 2017-2019 Subaru Legacy ("Class Vehicles") designed, manufactured, marketed, distributed, sold, warranted, and/or serviced by Subaru of America, Inc. ("SOA") and Fuji Heavy Industries, Ltd. ("Fuji") (together, "Defendants" or "Subaru"). Plaintiffs allege as follows:

INTRODUCTION

2. This is a consumer class action concerning a failure to disclose material facts and a safety concern to consumers.

3. Defendants manufactured, marketed, distributed, and sold the Class Vehicles without disclosing that the Class Vehicles' windshields were defective and dangerous because they are spontaneously and/or unreasonably cracking, chipping and otherwise breaking (the "Defect"). Further, replacement windshields provided by Defendants and paid for by Plaintiffs and the Class suffer from the same defect and therefore are equally defective and dangerous.

4. Upon information and belief, the Class Vehicles all contain the same type of windshields, and the Defect is inherent in each Class Vehicle and was present at the time of sale.

5. Upon information and belief, Defendants knew that the Class Vehicles contain this Defect but have concealed their knowledge from the public and continue to deny that the Defect exists.

6. A large number of Class Vehicle owners and lessees have reported experiencing the Defect, often shortly after purchase. One consumer complained to the National Highway Transportation Safety Authority (“NHTSA”) as follows:

MY WINDSHIELD IS CRACKED FOR THE 2ND TIME NOW IN ITS FIRST YEAR OF OWNERSHIP. THE FIRST TIME IT CRACKED IT WAS BECAUSE OF A PEBBLE STRIKE FROM THE ROAD.

1 EXTREMELY SMALL FRAGMENT STRUCK THE
 2 GLASS, MADE A POCK MARK, AND THE
 3 WINDSHIELD WAS REPLACED. TODAY, LESS
 4 THAN A MONTH LATER A NEW CRACK
 5 APPEARED WHILE DRIVING WITHOUT ANY
 6 STRIKE FROM AN OBJECT. SUBARU DEALER
 7 CLAIMS IT WAS STRUCK BUT FIND A CRACK
 8 ONLY WITHOUT ANY POINT ALONG IT OF AN
 9 IMPACT MAKES ME VERY VERY SUSPICIOUS.
 10 NOW I HAVE TO WAIT FOR THE INSURANCE
 11 COMPANY TO SETTLE ON CHARGES AND SEND
 12 A CHECK BEFORE THE NEXT WINDSHIELD CAN
 13 BE APPLIED. MY WIFE AND I WERE CALMLY
 14 DRIVING ON COMPLETELY PAVED ROADS
 15 WHEN WE BOTH WATCHED THE CRACK APPEAR
 16 AND GROW DURING OUR DRIVE. :-(I HAVE
 17 DRIVEN FOR 50+ YEARS, AND OWNED 20+ CARS.
 18 I'VE NEVER HAD THIS HAPPEN.¹

19 7. The Defect poses a serious safety hazard to drivers, passengers, and
 20 pedestrians. A spontaneously cracking or severely cracked windshield can impair
 21 the driver's view and distract the driver. Moreover, cracks in the windshield
 22 prevent the safe and proper operation of Subaru's "EyeSight® Driver Assist
 23 Technology". According to Subaru,

24 EyeSight Driver Assist Technology is capable of
 25 detecting vehicles traveling in front and can activate in
 26 order to mitigate or even avoid the collision. The system
 27 reduces rear-end crashes with injuries by up to 85
 28 percent according to IIHS. *

29 With the help of two Subaru-developed color cameras
 30 mounted behind the windshield, EyeSight can identify
 31 vehicles traveling in front, traffic lanes, obstacles and
 32 pedestrians. The system has helped reduce the rate of
 33 pedestrian-related insurance claims by 41 percent
 34 according to the Highway Loss Data Institute. **²

35 8. In addition to this obvious safety hazard putting their personal safety
 36 and that of the public at risk, vehicle owners or lessees incur substantial
 37 monetary losses because Defendants refuse to replace the broken windshields

38
 39 ¹ <https://www.nhtsa.gov/vehicle/2018/SUBARU/OUTBACK/SW/AWD>
 40 (last accessed November 13, 2019).

41 ² See Subaru Press Release, Oct. 16, 2018. "Subaru Sells One-Millionth
 42 Vehicle With Eyesight® Driver Assist Technology." available at:
 43 <http://media.subaru.com/pressrelease/1350/120/subaru-sells-one-millionth-vehicle-eyesight-driver-assist>

1 under warranty. In addition to the windshield replacement cost, consumers incur
2 other expenses resulting from the defect, such as having the Eyesight system
3 recalibrated. Furthermore, many consumers report having to replace their
4 windshields multiple times due to the Defect because their windshields are being
5 replaced with equally defective products.

6 9. Defendants were aware of the Defect from pre-production testing,
7 design failure mode analysis, calls to their customer service hotline, a Technical
8 Service Bulletin (TSB) that it sent to its dealers but not shared directly with
9 consumers that detailed the same Defect in prior model years for two of the three
10 Class Vehicles, and customer complaints made to dealers. However, this
11 knowledge and information was exclusively in the possession of Defendants and
12 their network of dealers and, therefore, unavailable to consumers.

13 10. The Defect is material because it poses a serious safety concern.
14 As attested by Class Members in scores of complaints to the National Highway
15 Traffic Safety Administration (“NHTSA”), and other online forums, the Defect
16 can impair any driver’s visibility, cause a distraction, affect Subaru’s
17 “EyeSight® Driver Assist Technology,” and greatly increase the risk of
18 collision.

19 11. The Defect is also material because consumers incur significant and
20 unexpected repair costs. Defendants’ failure to disclose, at the time of purchase,
21 the Defect is material because no reasonable consumer expects to spend
22 hundreds of dollars to repair or replace windshields that either crack
23 spontaneously or only with a mild impact that would not result in cracking had
24 the Defect not existed.

25 12. Had Defendants disclosed the Defect, Plaintiffs and Class Members
26 would not have purchased the Class Vehicles or would have paid less for them.
27
28

1 THE PARTIES

2 Plaintiff Gordon Armstrong

3 13. Plaintiff Armstrong is a California resident who lives in Santa
4 Clarita, California.

5 14. On June 3, 2019, Plaintiff Armstrong purchased a used 2017 Subaru
6 Outback (VIN 4S4BSETC4H3320210) from First Kia of Simi Valley in Simi
7 Valley, California.

8 15. Plaintiff Armstrong purchased his vehicle primarily for personal,
9 family, or household use.

10 16. Passenger safety and reliability were important factors in Plaintiff
11 Armstrong's decision to purchase his vehicle. Before making his purchase,
12 Plaintiff Armstrong did an online search for the vehicle, including on "Google,"
13 "Youtube", Edmunds.com, KBB.com, Carfax,.com autodtrader.com, cars.com,
14 truecar.com, and carmax.com. He watched SOA television ads, visited SOA's
15 website to research the vehicle, and test drove his vehicle. He visited Subaru
16 Sherman Oaks in Van Nuys, CA to learn more about and inspect the model
17 vehicle. Plaintiff Armstrong believed that the Outback would be a safe and
18 reliable vehicle. When Plaintiff Armstrong purchased his vehicle, he was
19 unaware that the vehicle's windshield contained the Defect.

20 17. Defendants' omissions were material to Plaintiff Armstrong. Had
21 Defendants disclosed their knowledge of the Defect before he purchased his
22 vehicle, Plaintiff Armstrong would have seen and been aware of the disclosures.
23 Furthermore, had he known of the Defect, Plaintiff Armstrong would not have
24 purchased his vehicle, or would have paid less for it.

25 18. Specifically, on September 9, 2019, with approximately 30,000
26 miles on the odometer of his Subaru Outback, a pebble or small stone hit his
27 windshield and created a small chip less than one-half inch long near the wiper
28 blade. Over the course of the next 5 weeks, the chip slowly and steadily grew

1 into a T-shaped crack, with the top of the T comprised of one crack
2 approximately 8 inches long and the other crack approximately 14 inches long.



16 19. On October 15, 2019, Plaintiff Armstrong took his vehicle to Santa
17 Clarita Auto Glass, Inc., where his cracked windshield was replaced with a new
18 Subaru OEM windshield, paying \$490 for the repair.

19 20. Upon information and belief, the replacement windshield supplied
20 by Subaru suffers from the same defect as the original windshield installed in
21 Plaintiff Armstrong's Class Vehicle.

22 21. At all times, Plaintiff Armstrong, like all Class Members, has driven
23 his vehicle in a manner both foreseeable and in which it was intended to be used.

24 **Plaintiff Sandy Moreno**

25 22. Plaintiff Moreno is a California citizen who resides in Stockton,
26 California.

27 23. On October 28, 2018, Plaintiff Moreno purchased a new 2019
28 Subaru Outback (VIN 4S4BSANC4K3216359) from Elk Grove Subaru in Elk

1 Grove, California.

2 24. Plaintiff Moreno purchased her vehicle primarily for personal,
3 family, or household use.

4 25. Passenger safety and reliability were important factors in Plaintiff
5 Moreno's decision to purchase her vehicle. She had previously owned a 2003
6 Subaru WRX and was familiar with the brand. She went to Modesto Subaru in
7 Modesto, California where she test drove a Subaru Outback. She later went to
8 Elk Grove Subaru in Elk Grove, California where she spoke extensively with a
9 salesperson before she purchased the vehicle from that dealership. She had also
10 seen Subaru television ads. Plaintiff Moreno believed that the Outback would be
11 a safe and reliable vehicle. When Plaintiff Moreno purchased her vehicle, she
12 was unaware that the vehicle's windshield contained the Defect.

13 26. Defendants' omissions were material to Plaintiff Moreno. Had
14 Defendants disclosed their knowledge of the Defect before she purchased her
15 vehicle, Plaintiff Moreno would have seen and been aware of the disclosures.
16 Furthermore, had she known of the Defect, Plaintiff Moreno would not have
17 purchased her vehicle, or would have paid less for it.

18 27. Specifically, on December 31, 2018, with approximately 5,000
19 miles on the odometer of her Subaru Outback, a pebble or small stone hit her
20 windshield in the lower driver's side corner. She expected that a small chip in the
21 windshield would result. Instead, a large crack appeared.

22 28. On January 7, Plaintiff Moreno took her vehicle to Safelite Auto
23 Glass in Stockton, California where her cracked windshield was replaced with a
24 new Subaru OEM windshield, paying \$100.00 for the repair, which was the
25 amount of her insurance deductible.

26 29. Upon information and belief, the replacement windshield supplied
27 by Subaru suffered from the same defect as the original windshield installed in
28 Plaintiff Moreno's Class Vehicle.

1 30. On February 27, 2019, Plaintiff Moreno was driving to Elk Grove
2 Subaru dealership for a basic vehicle service appointment when a chip appeared
3 in her recently replaced Subaru windshield. She does not recall any debris hitting
4 the windshield. That day, after the service appointment, she immediately drove
5 the vehicle over to Safelite Auto Glass in Stockton, California and had the chip
6 filled in at a cost of \$75.

7 31. At all times, Plaintiff Moreno, like all Class Members, has driven
8 her vehicle in a manner both foreseeable and in which it was intended to be used.

9 **Andrew Vierra**

10 32. Plaintiff Vierra is a California citizen who resides in Fullerton,
11 California.

12 33. On May 26, 2019, Plaintiff Vierra purchased a new 2019 Subaru
13 Outback (VIN 4S4BSANC3K3333186) from Ocean Subaru in Fullerton,
14 California.

15 34. Plaintiff Vierra purchased his vehicle primarily for personal, family,
16 or household use.

17 35. Passenger safety and reliability were important factors in Plaintiff
18 Vierra's decision to purchase his vehicle. He test drove a Subaru Outback at
19 Ocean Subaru. He spoke extensively with a salesperson at Ocean Subaru before
20 he purchased the vehicle from that dealership and read promotional brochures
21 about the vehicle at the dealership. He ran a Google search of the vehicle before
22 he purchased, and carefully reviewed information presented through the search
23 results. As a result of this search, he viewed Youtube Subaru Outback new car
24 video reviews, Subaru Outback videos posted by Consumer Reports, videos
25 posted by independent Subaru Outback owners, and videos posted by Subaru
26 itself. He had also seen Subaru television ads. Plaintiff Vierra believed that the
27 Outback would be a safe and reliable vehicle. When Plaintiff Vierra purchased
28 his vehicle, he was unaware that the vehicle's windshield contained the Defect.

1 36. Defendants' omissions were material to Plaintiff Vierra. Had
2 Defendants disclosed their knowledge of the Defect before he purchased her
3 vehicle, Plaintiff Vierra would have seen and been aware of the disclosures.
4 Furthermore, had he known of the Defect, Plaintiff Vierra would not have
5 purchased her vehicle, or would have paid less for it.
6 Specifically, on or around November 14, 2019, with approximately 10,500 miles
7 on the odometer of his Subaru Outback, Plaintiff Vierra was driving his vehicle
8 when he heard a popping sound, but saw no visual evidence of any impact. He
9 later noticed a fishhook-shaped crack in the windshield behind the rear-view
10 mirror. Within several days, this crack extended to the middle of the driver's side
11 of the windshield.

12 37. Soon after the crack appeared, Plaintiff Vierra called Ocean Subaru
13 and he was told that the dealership would not repair his windshield under any
14 warranty. He then called his insurance provider who told him to have the
15 windshield replaced at All Star Glass and that he would be responsible to pay
16 \$379 for the replacement.

17 38. On November 18, 2019, Allstar Glass in La Habra, California sent
18 an agent to Vierra's residence to repair his windshield. The agent inspected the
19 windshield and determined that it could not be done at that location and that it
20 needed to be taken to All Star Glass' business location. Vierra scheduled an
21 appointment with All Star Glass for November 26, 2019.

22 39. On November 26, 2019, Plaintiff Vierra took his vehicle to All Star
23 Glass in San Diego, California where his cracked windshield was replaced with a
24 new Subaru OEM windshield. He was to be charged \$250 for the repair, which
25 was the amount of his insurance deductible. However, the windshield installation
26 technician could not properly calibrate the vehicle's front view camera with the
27 new windshield and informed Vierra that a new windshield had to be ordered
28 and another service appointment scheduled for a second attempt at replacing the

1 windshield.

2 40. Upon information and belief, any replacement windshield supplied
3 by Subaru will suffer from the same defect as the original windshield installed in
4 Plaintiff Vierra's Class Vehicle.

5 41. At all times, Plaintiff Vierra, like all Class Members, has driven his
6 vehicle in a manner both foreseeable and in which it was intended to be used.

7 **Stephen Merman**

8 42. Plaintiff Merman is a Colorado citizen who resides in Golden,
9 Colorado.

10 43. On July 15, 2019, Plaintiff Merman purchased a certified pre-owned
11 2018 Subaru Forester (VIN JF2SJAGC8JH5560641) from AutoNation Subaru
12 West in Golden, Colorado.

13 44. Plaintiff Merman purchased his vehicle primarily for personal,
14 family, or household use.

15 45. Passenger safety and reliability were important factors in Plaintiff
16 Merman's decision to purchase his vehicle. He had directly previously owned a
17 2016 Subaru Outback and other Subarus before that and was familiar with the
18 brand. Before purchasing his vehicle, he test drove it and spoke extensively with
19 a salesperson at the dealership. He had also seen Subaru television ads. He also
20 inspected the Subaru pre-owned window sticker before purchasing. Plaintiff
21 Merman believed that the Forester would be a safe and reliable vehicle. When
22 Plaintiff Merman purchased his vehicle, he was unaware that the vehicle's
23 windshield contained the Defect.

24 46. Defendants' omissions were material to Plaintiff Merman. Had
25 Defendants disclosed their knowledge of the Defect before he purchased his
26 vehicle, Plaintiff Merman would have seen and been aware of the disclosures.
27 Furthermore, had he known of the Defect, Plaintiff Merman would not have
28 purchased his vehicle, or would have paid less for it.

1 47. Specifically, on October 26 or 27, 2019, with approximately 23,000
2 miles on the odometer of his Subaru Forester, his life partner's daughter was
3 driving the vehicle with his life partner in the car when a crack occurred in the
4 top left corner of the windshield. Neither his life partner nor her daughter heard
5 or saw any debris hit the windshield. On October 28, 2019, he saw that the crack
6 had spread from the top left corner of the windshield to the rear-view mirror area
7 of the windshield.

8 48. During the week of October 28, 2019, Plaintiff Merman took the
9 vehicle to AutoNation Subaru West dealership to complain about the windshield
10 crack and was told that his Subaru maintenance agreement did not cover
11 windshield replacement, that the dealership does not replace windshields, and
12 that he should have the windshield replaced at Safelite Auto Glass.

13 49. On November 4, 2019, Plaintiff Merman took his vehicle to Safelite
14 Auto Glass in Lakewood, Colorado where his cracked windshield was replaced
15 with a new Subaru OEM windshield. The total cost of the replacement was \$772,
16 of which he paid \$500.00 for the repair, which was the amount of his insurance
17 deductible.

18 50. Upon information and belief, the replacement windshield supplied
19 by Subaru suffered from the same defect as the original windshield installed in
20 Plaintiff Merman's Class Vehicle.

21 51. On November 13, 2019, Plaintiff Merman took his vehicle, which
22 had 25,638 miles at the time, to AutoNation Subaru West to recalibrate the
23 "EyeSight® Driver Assist Technology" feature with his new windshield. The
24 dealership charged him, and he paid, \$220 for this recalibration.

25 52. At all times, Plaintiff Merman, like all Class Members, has driven
26 his vehicle in a manner both foreseeable and in which it was intended to be used.

27 **Defendant**

28 53. Defendant Fuji Heavy Industries Ltd. ("Fuji" or "FHI") is a

1 Japanese corporation located at The Subaru Building, 1-7-2 Nishishinjuku,
2 Shinjuku-ku, Tokyo, 160-8316, Japan. Defendant Fuji is responsible for the
3 design, manufacturing, distribution, marketing, sales and service of Subaru
4 vehicles, including the Vehicles, around the world, including in the United
5 States.

6 54. Defendant Subaru of America, Inc. (“SOA”) is a New Jersey
7 corporation with its principal place of business located in Cherry Hill, New
8 Jersey.

9 55. SOA is the U.S. sales and marketing subsidiary of Fuji and wholly
10 owned subsidiary responsible for distribution, marketing, sales and service of
11 Subaru vehicles in the United States.

12 56. Fuji and SOA (collectively “Subaru”) have common management.
13 Indeed, SOA’s sales, marketing and distribution efforts in the United States are
14 headed by corporate officers of Fuji. For example, Takeshi Tacihmori, the
15 chairman and CEO of SOA is also a Director and Corporate Executive Vice
16 President for Fuji in charge of the Subaru Global Marketing Division, Subaru
17 Japan Sales and Marketing Division and Subaru Overseas Sales and Marketing
18 Divisions 1 and 2. The incoming Chairman of SOA is also a Corporate Senior
19 Vice President of Fuji who is Chief General Manager of Subaru Overseas and
20 the Vice President in charge of Sales and Marketing, Division 1.

21 57. Upon information and belief, Defendant Fuji communicates with
22 Defendant SOA concerning virtually all aspects of the Subaru products it
23 distributes within the United States.

24 58. Upon information and belief, the design, manufacture, distribution,
25 service, repair, modification, installation and decisions regarding the engines
26 within the Vehicles were performed exclusively by Defendants.

27 59. Upon information and belief, Defendants develop the owner’s
28 manuals, warranty booklets, and information included in maintenance

1 recommendations and/or schedules (including the oil change intervals) for the
2 Vehicles.

3 60. At all relevant times, Defendants were and are engaged in the
4 business of designing, manufacturing, constructing, assembling, marketing,
5 distributing, and/or selling automobiles and motor vehicle components in Los
6 Angeles County and throughout the United States of America.

JURISDICTION

8 | 61. This is a class action.

9 62. Members of the proposed Class are citizens of states different from
10 the home state of Defendants.

11 63. On information and belief, the aggregate claims of individual Class
12 Members exceed \$5,000,000.00 in value, exclusive of interest and costs.

13 | 64. Jurisdiction is proper in this Court pursuant to 28 U.S.C. § 1332(d).

VENUE

15 65. Defendants, through their business of distributing, selling, and
16 leasing the Class Vehicles, has established sufficient contacts in this district such
17 that personal jurisdiction is appropriate. Defendants are deemed to reside in this
18 district pursuant to 28 U.S.C. § 1391(a).

19 66. Venue is proper in this Court pursuant to 28 U.S.C. § 1391(b)
20 because Plaintiff Armstrong resides in the County of Los Angeles, California. In
21 addition, Plaintiff Armstrong's Declaration, as required under California Civil
22 Code section 1780(d) but not pursuant to *Erie* and federal procedural rules,
23 reflects that a substantial part of the events or omissions giving rise to the claims
24 alleged herein occurred, or a substantial part of property that is the subject of this
25 action, is situated in Los Angeles County, California. It is attached as Exhibit 1.

FACTUAL ALLEGATIONS

27 67. For years, Defendants have designed, manufactured, distributed,
28 sold, and leased the Class Vehicles. Defendants have sold, directly or indirectly,

1 through dealers and other retail outlets, thousands of Class Vehicles in California
2 and nationwide. Defendants warrant and service the Class Vehicles through their
3 nationwide network of authorized dealers and service providers.

4 68. Defendants provided all purchasers and lessees of the Class
5 Vehicles with a New Vehicle Limited Warranty (the "Warranty") with the
6 purchase or lease of the Class Vehicles.

7 69. The Warranty states in relevant part:

8 **2017 Warranty**

9 Below is a brief description of the Subaru Limited Warranty for 2017
10 model year Subaru vehicles that is provided to each buyer by Subaru at no
11 additional charge. Your Subaru Dealer has complete details concerning the
12 warranty and any exclusions and/or restrictions that may apply. Please visit your
nearest Subaru Dealer for this further information. Click here for optional
extended protection beyond the warranty.

13 **Who Makes These Warranties**

14 These warranties are made by SUBARU of America, Inc. ("SOA")[1],
One Subaru Drive, P.O. Box 9103, Camden, NJ 08101.

15 **When These Warranties Apply**

16 These warranties only apply if the vehicle was imported or distributed by
17 SOA and sold to the first retail purchaser by an Authorized SUBARU Retailer in
18 the United States. Any and all repairs must be performed by an Authorized
19 SUBARU Retailer located in the United States. Every owner of the vehicle
20 during the warranty period shall be entitled to the benefits of these warranties. If
the vehicle is sold or otherwise transferred, it is recommended and requested that
the new owner promptly send written notice of the transfer of ownership to SOA
at the address indicated above.

21 **Warranty Periods**

22 Warranty coverage begins on the date the vehicle is delivered to the first
23 retail purchaser. If the vehicle was used as a demonstrator or company vehicle
before being sold at retail, warranty coverage begins on the date the vehicle was
first placed in such service.

24 **What is Covered**

25 These warranties cover any repairs needed to correct defects in material
26 or workmanship reported during the applicable warranty period and which occur
27 under normal use:

28

- In any part of the 2017 model year SUBARU which is identified on
the inside front cover of this Warranty & Maintenance Booklet(the
"vehicle").
- Any Genuine SUBARU Optional Accessories[2]
- In addition, adjustment services are covered one time only during the

1 first 36 months/36,000 miles of operation, whichever comes first.

2 **New Vehicle Limited Warranty**

3 BASIC COVERAGE is 3 years or 36,000 miles, whichever comes first.
Subject to the exclusions listed in this warranty, it covers the entire vehicle.

4 70. The warranties and representations contained in the Warranty were
5 and are material to Plaintiffs because Plaintiffs would not have purchased the
6 Class Vehicle or would not have paid as much as they did if the windshield in his
7 Class Vehicle were not covered by a full warranty.

8 71. The Defect causes the Class Vehicles' front windshield to crack,
9 chip and/or fracture for no reason at all and/or under circumstances that would
10 not cause nondefective windshields to similarly fail. The Defect presents a safety
11 hazard that renders the Class Vehicles unreasonably dangerous to consumers due
12 to, *inter alia*, the impact of the Defect on driver visibility, driver distraction, and
13 impairment of the EyeSight® safety system.

14 72. Defendant issued Technical Service Bulletin (TSB) Number 12-192-
15R on October 26, 2016, revised on November 19, 2016, that sets forth the
16 same Defect as it existed in prior model years for two of the three Class Vehicles
17 at issue here and states the known cause of the Defect in 2015-2016 Legacy and
18 Outback models as follows: "Further investigation has determined the root cause
19 for many of these failures to be the ceramic materials used for the black-colored
20 printed perimeter combined with the silver-colored material used for the wiper
21 deicer portion of the windshield glass." On information belief, this is at least one
22 cause of the Defect in the Class Vehicles.

23 73. Plaintiffs are informed and believe and based thereon allege that
24 prior to the sale of the Class Vehicles, Defendants knew, or should have known,
25 about the Defect through their exclusive knowledge of non-public, internal data
26 about the Defect, including: pre-release testing data; early consumer complaints
27 about the Defect to Defendants' dealers who are their agents for vehicle repairs;
28 aggregate data from Defendants' dealers; consumer complaints to the NHTSA

1 and resulting notice from NHTSA; dealership repair orders; testing conducted in
2 response to owner or lessee complaints; and other internal sources of aggregate
3 information about the problem. Nevertheless, Defendants have actively
4 concealed and failed to disclose this defect to Plaintiffs and Class Members at
5 the time of purchase or lease and thereafter.

6 74. Furthermore, on information and belief, when vehicles are brought
7 in for repair, Defendants' dealers refuse to replace the defective windshields
8 under warranty, often claiming that an impact caused the failure, notwithstanding
9 the fact that the customer witnessed no impact and/or that any impact was so
10 slight it should not have caused the windshield to fail. On information and belief,
11 Defendants' dealers' systematic denial of valid warranty claims is part of a
12 concerted effort orchestrated by Defendants to minimize the cost of warranty
13 claims.

14 75. Moreover, on information and belief, when consumers have their
15 windshields repaired, their defective windshields are merely replaced with
16 similarly defective windshields, so that their Class Vehicles are not actually
17 repaired.

The Defect Poses a Serious Safety Concern

19 76. The Defect is material to consumers because it presents a serious
20 safety concern. Class Members have repeatedly reported disturbing failures to
21 the National Highway Traffic Safety Administration (“NHTSA”). The following
22 are complaints reflecting the safety risk posed:

23 77. On NHTSA's website where consumer complaints about 2017
24 Subaru Outbacks are posted,³ the following incident posted on August 2, 2017
25 and dated July 27, 2017 was reported:

WINDOW CRACKED BUT WAS NOT HIT WITH ANYTHING. CRACK APPEARED ON THE DRIVERS SIDE, HALFWAY DOWN THE

³<https://www.safercar.gov/vehicles/2017/SUBARU/OUTBACK/SW/AWD>

1 WINDSHIELD, AND OBSTRUCTS VIEW OF THE
 2 DRIVER. CAR HAS LESS THAN 1600 MILES ON IT.
 3 DEALER STATED IT WAS NOT COVERED AS A
 4 DEFECT AND WE ARE ON OWN OWN TO
 5 REPLACE IT. THERE ARE NUMEROUS
 6 COMPLAINTS OF SUBARU OUTBACK
 7 WINDSHIELDS CRACKING BECAUSE THEY ARE
 8 TO THIN. DANGEROUS TO DRIVE DUE TO
 9 VISIBILITY ISSUES.

10 78. On NHTSA's website where consumer complaints about 2018
 11 Subaru Outbacks are posted,⁴ the following incident posted on February 16, 2019
 12 and dated February 16, 2019 was reported:

13 SECOND CRACKED WINDSHIELD IN ONE WEEK.
 14 FIRST ONE WAS REPLACED 2/8/18. BOTH TIMES
 15 TRAVELED AT LOW TO MODERATE SPEED 25-40
 16 MPH ON LOCAL FWY IN LOS ANGELES, CA.
 17 SUNNY MILD, DRY CONDITIONS, NO WIND.
 18 SMALL PEBBLE HIT WINDSHIELD. COULDN'T
 19 SEE HIT, ONLY HEARD A SMALL CRACK SOUND.
 20 DAMAGED WINDSHIELD, FIRST TIME SMALL
 21 PEBBLE MARK GREW TO LONG CRACK. INITIAL
 22 IMPACT SIZE ABOUT 1.5 - 2 MM. ONE WEEK
 23 LATER ANOTHER PEBBLE HIT WINDSHIELD IN
 24 SLOW TRAFFIC, 35 MPH, NO TRUCKS NEAR BY.
 25 SAME SIZE OF MARK. SUBARU REQUIRES THEIR
 26 WINDSHIELD REPAIR AT CUSTOMER COST OF
 27 \$930. WARRANTY DOES NOT COVER ANY
 28 DEBRIS DAMAGE, BUT SMALL PEBBLES
 29 SHOULD NOT CAUSE THIS KIND OF DAMAGE
 30 AND COSTS. HAD A GRAND CHEROKEE 184K
 31 MILES AND NEVER A CRACK OR DING, NEVER
 32 ISSUE FOR OUR 2005 SAAB, OR ANY OREVIOUS
 33 VEHICLE. SHOULD NOT COST US \$1860 MONTH
 34 ADDITIONAL TO MAINTAIN CAR, PLUS SAFETY
 35 ISSUE. ACCORDING TO SUBARU CORPORATE:
 36 DOES NOT RECOMMEND US TO DRIVE IT WITH
 37 I-SITE CAMERA WITH A DAMAGED
 38 WINDSHIELD. THEY SAY THAT THE GLASS IS
 39 THINNER/LIGHTER IN ORDER TO WORK WITH
 40 CAMERA AND BE MORE FUEL
 41 EFFICIENT/LIGHTER. CARS SHOULD BE ABLE
 42 TO WITHSTAND NORMAL DRIVING AND ROAD
 43 CONDITIONS.

44 79. On NHTSA's website where consumer complaints about 2019

45
 46
 47 ⁴ <https://www.safercar.gov/vehicle/2018/SUBARU/OUTBACK/SW/AWD>
 48 (last viewed November 10, 2019).

1 Subaru Outbacks are posted,⁵ the following incident posted on January 24, 2019
 2 and dated January 7, 2019 was reported:

3 THE CAR WAS NOT USED OVER THE WEEKEND
 4 EXCEPT FOR A 5 MILE TRIP TO CHURCH WHERE
 5 IT DID NOT ENCOUNTER ANY ROCKS, HITS, ETC.
 6 DROVE HOME AND THE CAR WINDSHIELD WAS
 7 FIND. THE NEXT MORNING WHEN I GOT INTO
 8 THE CAR, AFTER I USED MY REMOTE TO START
 9 AND WARM UP MY OUTBACK, THERE WAS
 10 ABOUT AN 8-10 INCH CRACK IN THE
 11 WINDSHIELD THAT ORIGINATED FROM
 12 BEYOND THE WINDSHIELD WIPER ON THE
 13 PASSENGER SIDE OF THE CAR. THE CRACK
 14 GREW WORSE TO ABOUT 12 INCHES. CALLED
 15 SUBARU DEALER WHO DIRECTED ME TO THEIR
 16 WINDSHIELD SERVICE AGENT. TOOK TIME OFF
 17 FROM WORK AND THEY INSTALLED OEM
 18 GLASS (INSURANCE COVERS THIS) AND
 19 CALIBRATED THE WINDSHIELD. AFTER
 20 DRIVING HOME, THE CAR MADE WIND TUNNEL
 21 NOISES, WINDSHIELD FLUID SYSTEM DID NOT
 22 WORK, NAVIGATION DID NOT WORK SO I
 23 BROUGHT THE CAR TO THE DEALER (TOOK
 24 MORE TIME OFF FROM WORK). THEY FOUND A
 25 LEAK IN THE WINDSHIELD, REPAIRED THE
 26 FLUID UNIT AND IGNORED THE NAVIGATION
 27 ISSUE. THEY SENT ME BACK TO THEIR AGENT.
 28 THEY TOOK OUT THE WINDSHIELD
 REPOSITIONED IT AND SENT ME ON MY WAY.
 TODAY I FOUND PUDDLES OF WATER ON THE
 FLOOR OF MY CAR (LEAK), NAVIGATION DOES
 NOT WORK AND WIND TUNNEL NOISE IS STILL
 THERE. THIS WINDSHIELD IS SUPPOSED TO
 PROTECT THE DRIVER AND PASSENGER AS
 EXTRA SUPPORT FOR THE ROOF, PREVENTION
 OF OBJECTS FLYING AT YOU AND ALLOW FOR
 THE EYESIGHT SYSTEM TO DO ITS JOB. THIS
 CAR IS ONE MONTH OLD AND THE CRACK IN
 THE WINDSHIELD EXPERIENCE SOUNDS
 EERILY SIMILAR TO OTHERS' COMPLAINTS.
 WHEN YOU PAY THE MONEY FOR A TOP SAFETY
 PICK, YOU WANT THE SAFETY AND I DO NOT
 HAVE IT.

24
 25 80. On NHTSA's website where consumer complaints about 2017
 26 Foresters are posted,⁶ the following incident dated March 21, 2018 was reported:

27
 28 ⁵ <https://www.safercar.gov/vehicle/2019/SUBARU/OUTBACK/SW/AWD>
 (last viewed November 10, 2019).

⁶ <https://www.safercar.gov/vehicle/2017/SUBARU/FORESTER/SUV/AWD>

1 OWN A 2017 SUBARU FORESTER, WE HAVE LESS
2 THAN 11,000 MILES AND LESS THAN ONE YEAR
3 OF OWNERSHIP. A SMALL STONE HITTING THE
4 WINDSHIELD, QUICKLY ENDS UP IN A 24" TO 30"
5 LONG LINEAR CRACK UNLIKE MY OTHER TWO
6 VEHICLES. WE ARE IN PROCESS OF REPLACING
7 3RD WINDSHIELD GLASS IN LESS THAN ONE
8 YEAR. IT APPEARS THAT THERE MAY BE AN
9 OEM DEFECT. THIS LONG CRACK CREATES
10 DANGER VISION PROBLEM. EVERY
11 WINDSHIELD REPLACEMENT REQUIRES RE-
12 CALIBRATION OF EYESIGHT TOO. THIS IS AN
13 ADDITIONAL BURDEN ON INSURANCE AS WELL
14 AS OWNERS AND SHOULD BE ADDRESSED
15 ASAP. MANUFACTURER HAS NOT YET
16 ACKNOWLEDGE THE EXISTENCE OF
17 DEFECTIVE WINDSHIELD. WE REQUEST THAT
18 CONSUMER PRODUCT RECALL INVESTIGATE
19 THIS ISSUE ASAP.

20 81. The Defect presents a safety concern because it impairs the driver's
21 visibility, impairing the driver's ability to accurately see the road, signage, other
22 vehicles, and potential road hazards. In addition, the cracks are visually
23 distracting to the driver. Impaired visibility is unsafe at any time, particularly
24 when combined with bright sunlight or hazardous weather conditions and when
25 changing lanes, merging onto highways, making turns, and responding to
26 hazards or changing conditions on the road.

27 **Defendants Had Superior and Exclusive Knowledge of the Defect**

28 82. Plaintiffs are informed and believe and based thereon allege that
29 prior to the sale of the Class Vehicles, Defendants knew, or should have known,
30 about the Defect through their exclusive knowledge of non-public, internal data
31 about the Defect, including: pre-release testing data; early consumer complaints
32 about the Defect to Defendants' dealers who are their agents for vehicle repairs;
33 aggregate data from Defendants' dealers; consumer complaints to the NHTSA
34 and resulting notice from NHTSA; dealership repair orders; testing conducted in
35 response to owner or lessee complaints; Technical Service Bulletins issued for a
36 cracked windshield defect on 2015-2016 Subaru Legacy and Outback models;
37 and other internal sources of aggregate information about the problem.

1 a. ***Numerous Consumer Complaints on the NHTSA Demonstrate That***
 2 ***Defendants Aware of the Defect.***

3 83. Federal law requires automakers like Defendants to be in close
 4 contact with NHTSA regarding potential auto defects, including imposing a legal
 5 requirement (backed by criminal penalties) compelling the confidential
 6 disclosure of defects and related data by automakers to NHTSA, including field
 7 reports, customer complaints, and warranty data. *See TREAD Act*, Pub. L. No.
 8 106-414, 114 Stat.1800 (2000).

9 84. Automakers have a legal obligation to identify and report emerging
 10 safety-related defects to NHTSA under the Early Warning Report requirements.
 11 *Id.* Similarly, automakers monitor NHTSA databases for consumer complaints
 12 regarding their automobiles as part of their ongoing obligation to identify
 13 potential defects in their vehicles, including those which are safety-related. *Id.*
 14 Thus, Defendants knew or should have known of the many complaints about the
 15 Defect logged by NHTSA ODI. The content, consistency, and disproportionate
 16 number of those complaints alerted, or should have alerted, Defendants to the
 17 Defect.

18 85. With respect solely to the Class Vehicles, the following are but a
 19 few examples of the many complaints concerning the Defect which are available
 20 through NHTSA's website, www.safercar.gov. Many of the complaints reveal
 21 that Defendants, through their network of dealers and repair technicians, have
 22 been made aware of the Defect. In addition, the complaints indicate that despite
 23 having knowledge of the Defect and even armed with knowledge of the exact
 24 vehicles affected, Defendants often refused to diagnose the defect or otherwise
 25 attempt to repair it while Class Vehicles were still under warranty. When
 26 Defendants did attempt repairs, it merely replaced the windshields with similarly
 27 defective windshields.

28 86. On NHTSA's website where consumer complaints about 2017

1 Subaru Outbacks are posted,⁷ the following incident posted on December 20,
2 2016 and dated February 11, 2017 was reported:

3 STAR CRACK IN WINDSHIELD DISCOVERED
4 STATIONARY (IN CARPORT) THE DAY AFTER
5 PURCHASING THE VEHICLE (ODOMETER
6 READING 200 MILES). LOCATION OF CRACK
7 SLIGHTLY ABOVE WIPER BLADE ON
8 PASSENGER SIDE. IMPACT STRIKE THE SIZE OF
9 A PINHEAD. THE DAMAGE IS CHARACTERISTIC
10 OF PRIOR MODEL YEARS 2015 AND 2016 IN
11 WHICH THE MANUFACTURER INITIATED
12 RECALLS. IT IS APPARENT THIS PROBLEM
13 CONTINUES AND HAS YET TO BE RESOLVED.

14 87. On July 10, 2017 the following incident dated June 14, 2017 was
15 reported:

16 OUR WINDSHIELD BEGAN SLOWLY CRACKING
17 STARTING AT THE BASE OF THE DRIVER SIDE
18 FRONT WINDOW. IT BEGAN AT THE BOTTOM
19 EDGE (HEAT STRIP) AND MOVED HALF UP THE
20 WINDSHIELD BEFORE WE REPLACED. COST \$569
21 FOR OEM WINDSHIELD. SUBARU DEALER
22 DENIED THE WARRANTY CLAIM, WHILE
23 ADMITTING A PROBLEM WITH EARLIER
24 VERSIONS THAT YEAR'S OUTBACK.

25 88. On August 2, 2017, the following incident dated July 27, 2017 was
26 reported:

27 WINDOW CRACKED BUT WAS NOT HIT WITH
28 ANYTHING. CRACK APPEARED ON THE
29 DRIVERS SIDE, HALFWAY DOWN THE
30 WINDSHIELD, AND OBSTRUCTS VIEW OF THE
31 DRIVER. CAR HAS LESS THAN 1600 MILES ON IT.
32 DEALER STATED IT WAS NOT COVERED AS A
33 DEFECT AND WE ARE ON OWN OWN TO
34 REPLACE IT. THERE ARE NUMEROUS
35 COMPLAINTS OF SUBARU OUTBACK
36 WINDSHIELDS CRACKING BECAUSE THEY ARE
37 TO THIN. DANGEROUS TO DRIVE DUE TO
38 VISIBILITY ISSUES.

39 89. On October 5, 2017, the following incident dated September 28,
40 2017 was reported:

41 PURCHASED A 2015 OUTBACK AND
42 EXPERIENCED 4 CRACKED WINDSHIELDS IN AN

7 <https://www.safercar.gov/vehicles/2017/SUBARU/OUTBACK/SW/AWD>

1 18 MONTH PERIOD. TRADED THE CAR IN FOR A
2 2017 OUTBACK HOPING THEY FIXED THE
3 DESIGN FLAW. NOW 6 MONTHS AFTER 2017
4 OUTBACK PURCHASE AN OUTRAGEOUS CRACK
5 FORMED ON THIS NEW VEHICLE. ALL 5 CRACKS
6 BEGAN NOT FURTHER THAN 2 TO 3 INCHES
7 FROM THE FRAME. SO 5 CRACKED
8 WINDSHIELDS IN A 2 YEAR PERIOD FROM
9 SUBARU OUTBACK.
10
11

12 AUTOMOBILES. THE DEALERSHIP AND
13 MANUFACTURER NEVER WOULD
14 ACKNOWLEDGE THAT THERE ARE SO MANY
15 OTHER PEOPLE EXPERIENCING THIS PROBLEM.
16 SOMETIMES THE CRACK WOULD APPEAR
17 SPONTANEOUSLY, SOMETIMES IT ACTUALLY
18 SOUNDED LIKE CRACKLING SOUNDS
19 HAPPENING IN FRAME AND MAYBE (?) ONE
20 TIME THERE MIGHT HAVE BEEN A SMALL
21 PEBBLE HIT THE WINDSHIELD. TWICE I WASN'T
22 EVEN DRIVING THE VEHICLE. IMPEDES VISION.
23 DISTRACTS DRIVER.
24
25

26 90. On October 19, 2017, the following incident dated October 17, 2017
27 was reported:

28 I VERY SMALL ROCK CHIP HIT MY WINDSHIELD
29 INITIALLY CAUSING AN 8 INCH CRACK AND IS
30 NOW OVER TWO FEET LONG. THE CHIP DID NOT
31 EVEN LEAVE AN IMPACT MARK; IF YOU TRIED
32 RIGHT NOW TO SEE WHERE THE CRACK
33 STARTED YOU WOULD NOT BE ABLE TO. I
34 REVIEWED FORUMS ONLINE AND HAVE SEEN
35 NUMEROUS COMPLAINTS ABOUT OUTBACK
36 WINDSHIELDS. WEAK OR CHEAP IS HOW THEY
37 WERE OFTEN DESCRIBED. THIS WAS A VERY
38 SMALL ROCK CHIP THAT HIT MY WINDSHIELD.
39 THIS AMOUNT OF DAMAGE SHOULD NOT HAVE
40 HAPPENED. I AGREE WITH THE FORUMS; WEAK
41 AND CHEAP. I SEE THERE IS EVEN A CLASS
42 ACTION LAWSUIT AGAINST SUBARU.
43
44

45 91. On NHTSA's website where consumer complaints about 2018
46 Subaru Outbacks are posted,⁸ the following incident posted on April 29, 2018
47 and dated April 28, 2018 was reported:

48 WINDSHIELD DEVELOPED CRACKED, LOWER
49 MID AREA EXTENDED UPWARD ABOUT 12
50 INCHES. VEHICLE WAS STATIONARY, PARKED.
51
52

53 ⁸ <https://www.safercar.gov/vehicles/2018/SUBARU/OUTBACK/SW/AWD>
54 (last viewed November 10, 2019).

1 WAS NOT HIT BY ANY ROAD DEBRIS. NOTICED
2 DEFECT WHEN STARTING CAR.

3 92. On May 22, 2018, the following incident dated May 18, 2018 was
4 reported:

5 WINDSHIELD EASILY CRACKS - WE HAVE HAD
6 OUR 2018 OUTBACK FOR LESS THAN 6 MONTHS
7 AND LESS THAN 5000 MILES AND HAVE HAD 3
8 WINDSHIELDS DEVELOP SEVERE CRACKING.
9 THE FIRST TWO WERE REPLACED WITH
10 FACTORY WINDSHIELDS BY PROFESSIONAL
11 INSTALLERS. THE SLIGHTEST IMPACT, THE
12 LAST TWO BEING BARELY PERCEIVABLE,
13 RESULTS IN AN ELONGATED CRACK FORMING.
14 WITH FOUR VEHICLES IN OUR HOUSEHOLD, WE
15 HAVE ONLY HAD 2 WINDSHIELDS REPLACED IN
16 14 YEARS SINCE MOVING TO THIS AREA SO
17 HAVE RULED OUT BAD LUCK OR DRIVING
18 HABIT. SUBARU (BOTH DEALER AND
19 CORPORATE) HAVE BEEN UNRESPONSIVE. THE
20 CURRENT CRACKING AND STAR FORMED
21 AFTER A BARELY AUDIBLE IMPACT. THE STAR
22 GREW AND IS NOW CRUMBLING IN THE CENTER
23 WITH 3 FRACTURE LINES EXTENDING FROM IT.

24 FIRST INCIDENT - ON I-17 WHILE PASSING A
25 SEMI APPROX SPEED 75 MPH

26 SECOND INCIDENT - ON AZ 69 IN NORMAL
27 TRAFFIC APPROX SPEED 45 MPH

28 THIRD INCIDENT - ON I-17 WHILE FOLLOWING A
29 VEHICLE USING ISIGHT DYNAMIC CRUISE
30 CONTROL APPROX SPEED 75 MPH

31 FIRST TWO CLAIMS COVERED BY INSURANCE
32 WHICH WE ATTRIBUTED TO BAD LUCK. THIRD
33 INCIDENT IN SO FEW MONTHS/MILES SEEMS TO
34 POINT TO QUALITY/DESIGN ISSUE SINCE
35 OTHER VEHICLES (PAST AND PRESENT) HAVE
36 NEVER DEVELOPED THIS SEVERE CRACKING
37 (PICTURE PROVIDED) WHICH PROMPTED THIS
38 COMPLAINT.

39 93. On July 26, 2018, the following incident dated July 11, 2018 was
40 reported:

41 DRIVING INTERSTATE, 65MPH, SMALL OBJECT
42 THROWN FROM ANOTHER VEHICLE HIT MY
43 WINDSHIELD ON THE LEFT EDGE. SHORT
44 CRACKS APPEARED IMMEDIATELY. TWO
45 SPREAD ALL THE WAY TO THE REAR VIEW

1 MIRROR AREA WITHIN DAYS. VEHICLE IS ONLY
2 TWO MONTHS OLD.

3 94. On December 17, 2018, the following incident dated December 16,
4 2018 was reported:

5 MY WINDSHIELD IS CRACKED FOR THE 2ND
6 TIME NOW IN ITS FIRST YEAR OF OWNERSHIP.
7 THE FIRST TIME IT CRACKED IT WAS BECAUSE
8 OF A PEBBLE STRIKE FROM THE ROAD.
9 EXTREMELY SMALL FRAGMENT STRUCK THE
10 GLASS, MADE A POCK MARK, AND THE
11 WINDSHIELD WAS REPLACED. TODAY, LESS
12 THAN A MONTH LATER A NEW CRACK
13 APPEARED WHILE DRIVING WITHOUT ANY
14 STRIKE FROM AN OBJECT. SUBARU DEALER
15 CLAIMS IT WAS STRUCK BUT FIND A CRACK
16 ONLY WITHOUT ANY POINT ALONG IT OF AN
17 IMPACT MAKES ME VERY VERY SUSPICIOUS.
18 NOW I HAVE TO WAIT FOR THE INSURANCE
19 COMPANY TO SETTLE ON CHARGES AND SEND
20 A CHECK BEFORE THE NEXT WINDSHIELD CAN
21 BE APPLIED. MY WIFE AND I WERE CALMLY
22 DRIVING ON COMPLETELY PAVED ROADS
23 WHEN WE BOTH WATCHED THE CRACK APPEAR
24 AND GROW DURING OUR DRIVE. :-(I HAVE
25 DRIVEN FOR 50+ YEARS, AND OWNED 20+ CARS.
26 I'VE NEVER HAD THIS HAPPEN.

27 95. On December 21, 2018, the following incident dated December 20,
28 2018 was reported:

19 2 WINDSHIELD CRACKS IN LOWER PORTION OF
20 WINDSHIELD DURING 1ST YEAR OF
21 OWNERSHIP. BOTH CRACKS OCCURRED WHILE
22 DRIVING AROUND TOWN ~35 MPH, ONCE
23 DURING A 100 DEGF SUMMER DAY, AND THE
24 OTHER DURING A 40 DEGF RAINY WINTER
25 MORNING. INSPECTION OF CRACK AFTER
26 STOPPING SHOWED POSSIBLE ORIGINATION
27 FROM ~1MM CHIPS.

28 DURING THE SUMMER, THE FIRST CHIP,
29 LOCATED IN THE DE-ICER AREA, GREW
30 RAPIDLY TO A CRACK ACROSS THE
31 WINDSHIELD WITH A LOUD 'POP' SOUND AFTER
32 THE AIR CONDITIONER WAS TURNED ON HIGH
33 USING DEFROSTER AIR MODE. SUBARU OF
34 AMERICA (NOT THE DEALER) REPLACED THE
35 WINDSHIELD AND RECALIBRATED THE
36 EYESIGHT SYSTEM AS A 'GOODWILL' REPAIR.

37 DURING THE WINTER, ANOTHER CHIP
38

1 BETWEEN THE VIN# DISPLAY WINDOW AND
2 THE PERIMETER OF THE LOWER WINDSHIELD
3 EXPLOSIVELY GREW TO A CRACK WHEN
4 HEATED DEFROSTER AIR WAS ACTIVATED.
5 REPAIR PENDING.
6

7 MAIN CONCERN IS THE FRAGILE NATURE AND
8 TEMPERATURE DEPENDANCE OF THIS GLASS
9 TEMPER, ESPECIALLY NEAR WINDOW
10 BOUNDARY CONDITIONS AND WHERE
11 DEFROSTER AIR IS THE STRONGEST.
12

13 OVER 20 YEARS OF DRIVING OTHER VEHICLES
14 ON THE SAME ROUTE HAVE CAUSED LITTLE
15 CHIPS ON OTHER WINDSHIELDS, BUT NEVER
16 HAS A CHIP GROWN INTO A CRACK, WITH OR
17 WITHOUT HOT OR COLD DEFROSTER AIR
18 HITTING IT. I SUSPECT THAT THE THICKNESS
19 AND TEMPER OF THE LATEST GENERATION OF
20 OUTBACK CARLEX WINDSHIELDS WILL
21 CONTINUE TO CAUSE ISSUES SIMILAR TO TSB#
22 12-192-15R.
23

24 96. On January 17, 2019, the following incident dated January 17, 2019
25 was reported:
26

27 A TINY PEBBLE STRUCK THE WINDSHIELD ON
28 THE INTERSTATE, BUT IT SUDDENLY GREW TO
29 A CRACK APPROXIMATELY 6 INCHES LONG.
30 NEVER HAD THIS PROBLEM BEFORE, AND MY
31 CAR IS FAIRLY NEW ON THE ROAD (LESS THAN
32 8,000 MILES, BOUGHT IN JULY, 2018). DEEPLY
33 CONCERNED THAT SUBARU STILL HAS NOT
34 FIGURED OUT ITS NOTORIOUS WINDSHIELD-
35 RELIABILITY PROBLEM THAT HAS
36 FRUSTRATED SO MANY DRIVERS
37 THROUGHOUT THE PAST 5 YEARS.
38

39 97. On February 16, 2019, the following incident dated February 16,
40 2019 was reported:
41

42 SECOND CRACKED WINDSHIELD IN ONE WEEK.
43 FIRST ONE WAS REPLACED 2/8/18. BOTH TIMES
44 TRAVELED AT LOW TO MODERATE SPEED 25-40
45 MPH ON LOCAL FWY IN LOS ANGELES, CA.
46 SUNNY MILD, DRY CONDITIONS, NO WIND.
47 SMALL PEBBLE HIT WINDSHIELD. COULDN'T
48 SEE HIT, ONLY HEARD A SMALL CRACK SOUND.
49 DAMAGED WINDSHIELD, FIRST TIME SMALL
50 PEBBLE MARK GREW TO LONG CRACK. INITIAL
51 IMPACT SIZE ABOUT 1.5 - 2 MM. ONE WEEK
52 LATER ANOTHER PEBBLE HIT WINDSHIELD IN
53 SLOW TRAFFIC, 35 MPH, NO TRUCKS NEAR BY.
54

SAME SIZE OF MARK. SUBARU REQUIRES THEIR WINDSHIELD REPAIR AT CUSTOMER COST OF \$930. WARRANTY DOES NOT COVER ANY DEBRIS DAMAGE, BUT SMALL PEBBLES SHOULD NOT CAUSE THIS KIND OF DAMAGE AND COSTS. HAD A GRAND CHEROKEE 184K MILES AND NEVER A CRACK OR DING, NEVER ISSUE FOR OUR 2005 SAAB, OR ANY OREVIOUS VEHICLE. SHOULD NOT COST US \$1860 MONTH ADDITIONAL TO MAINTAIN CAR, PLUS SAFETY ISSUE. ACCORDING TO SUBARU CORPORATE: DOES NOT RECOMMEND US TO DRIVE IT WITH I-SITE CAMERA WITH A DAMAGED WINDSHIELD. THEY SAY THAT THE GLASS IS THINNER/LIGHTER IN ORDER TO WORK WITH CAMERA AND BE MORE FUEL EFFICIENT/LIGHTER. CARS SHOULD BE ABLE TO WITHSTAND NORMAL DRIVING AND ROAD CONDITIONS.

98. On NHTSA's website where consumer complaints about 2019
Subaru Outbacks are posted,⁹ the following incident posted on January 24, 2019
and dated January 7, 2019 was reported:

THE CAR WAS NOT USED OVER THE WEEKEND EXCEPT FOR A 5 MILE TRIP TO CHURCH WHERE IT DID NOT ENCOUNTER ANY ROCKS, HITS, ETC. DROVE HOME AND THE CAR WINDSHIELD WAS FIND. THE NEXT MORNING WHEN I GOT INTO THE CAR, AFTER I USED MY REMOTE TO START AND WARM UP MY OUTBACK, THERE WAS ABOUT AN 8-10 INCH CRACK IN THE WINDSHIELD THAT ORIGINATED FROM BEYOND THE WINDSHIELD WIPER ON THE PASSENGER SIDE OF THE CAR. THE CRACK GREW WORSE TO ABOUT 12 INCHES. CALLED SUBARU DEALER WHO DIRECTED ME TO THEIR WINDSHIELD SERVICE AGENT. TOOK TIME OFF FROM WORK AND THEY INSTALLED OEM GLASS (INSURANCE COVERS THIS) AND CALIBRATED THE WINDSHIELD. AFTER DRIVING HOME, THE CAR MADE WIND TUNNEL NOISES, WINDSHIELD FLUID SYSTEM DID NOT WORK, NAVIGATION DID NOT WORK SO I BROUGHT THE CAR TO THE DEALER (TOOK MORE TIME OFF FROM WORK). THEY FOUND A LEAK IN THE WINDSHIELD, REPAIRED THE FLUID UNIT AND IGNORED THE NAVIGATION ISSUE. THEY SENT ME BACK TO THEIR AGENT. THEY TOOK OUT THE WINDSHIELD REPOSITIONED IT AND SENT ME ON MY WAY.

⁹ <https://www.safercar.gov/vehicles/2019/SUBARU/OUTBACK/SW/AWD>
(last viewed November 10, 2019).

1 TODAY I FOUND PUDDLES OF WATER ON THE
2 FLOOR OF MY CAR (LEAK), NAVIGATION DOES
3 NOT WORK AND WIND TUNNEL NOISE IS STILL
4 THERE. THIS WINDSHIELD IS SUPPOSED TO
5 PROTECT THE DRIVER AND PASSENGER AS
6 EXTRA SUPPORT FOR THE ROOF, PREVENTION
7 OF OBJECTS FLYING AT YOU AND ALLOW FOR
THE EYESIGHT SYSTEM TO DO ITS JOB. THIS
CAR IS ONE MONTH OLD AND THE CRACK IN
THE WINDSHIELD EXPERIENCE SOUNDS
EERILY SIMILAR TO OTHERS' COMPLAINTS.
WHEN YOU PAY THE MONEY FOR A TOP SAFETY
PICK, YOU WANT THE SAFETY AND I DO NOT
HAVE IT.

8 99. On January 11, 2019, the following incident dated February 15,
9 2019 was reported:

10 WINDSHIELD SPONTANEOUSLY CRACKED AT
11 THE BASE OF THE WINDSHIELD, UNDER THE
12 WIPER BLADE WHILE DRIVING ON THE
13 HIGHWAY. I WAS NOT FOLLOWING ANY
14 VEHICLES SO A ROCK CHIP COULD NOT BE THE
CAUSE. THIS IS POOR WINDSHIELD QUALITY
AND DESIGN BY SUBARU.

15 100. On April 10, 2019, the following incident dated March 27, 2019 was
16 reported:

17 ON TWO SEPARATE OCCASIONS, SOMETHING
18 WAS KICKED UP AND HIT THE WINDSHIELD OF
19 THE VEHICLE. BOTH TIME AN IMMEDIATE
20 CRACK WAS SENT THROUGHT THE
21 WINDSHIELD. BOTH TIMES WERE ON AN
HIGHWAY, TRAVELING ABOUT 45MPH. I HAVE
22 HAD THINGS POP UP AND HIT MY WINDSHIELD
IN OTHER VEHICLES AND MAYBE THEY JUST
23 CHILL OR STAR. I FEEL THERE IS A
SIGNIFICANT DIFFERENCE IN THE STRENGTH
OF THE GLASS THAT IS USED, IN THIS VEHICLE
I FEEL IT IS EXTREMELY WEAK.

24 101. On April 12, 2019, the following incident dated April 10, 2019 was
25 reported:

26 ON 4/10/19 AS I WAS GETTING INTO MY CAR, I
27 NOTICED A HUGE CRACK ON MY DRIVER SIDE
28 OF THE WINDSHIELD THAT STARTS FROM THE
BASE RUNNING TOWARD THE CENTER OF THE
WINDSHIELD. THE CAR WAS BOUGHT ON JAN
20TH OF 2019 AND HAS 4200 MILES. CALLED

1 SAFELITE AND THEY ARE ESTIMATING \$1300+
2 TO REPLACE.

3 102. On April 19, 2019, the following incident dated April 17, 2019 was
4 reported:

5 MY CONCERN IS WITH THE QUALITY AND
6 SAFETY OF THE WINDSHIELD ON THE 2019
7 SUBARU OUTBACK. I PURCHASED A 2019
8 SUBARU OUTBACK ON 12/31/18. IT NOW HAS
9 3200 MILES ON IT. ON 04/17/19 I NOTICED AN 8-10
10 INCH CRACK IN THE WINDSHIELD. THERE WAS
11 A VERY SMALL, BARELY NOTICEABLE, CHIP
12 WITHIN THE CRACK. AT NO TIME DID I HEAR
13 ANYTHING HIT THE WINDSHIELD WHILE
14 DRIVING. THEREFORE, A CRACKED
15 WINDSHIELD WAS SHOCKING AND ENTIRELY
16 UNEXPECTED FROM SUCH MINIMAL CONTACT
17 WITH THE WINDSHIELD. WHEN THE CAR IS NOT
18 IN USE IT IS GARAGE KEPT. MY COMMUTE HAS
19 NOT CHANGED SINCE BUYING THIS CAR AND I
20 HAVE NEVER HAD A CAR WINDSHIELD CRACK
21 IN OVER 30 YEARS OF DRIVING. DUE TO THE
22 SIZE OF THE CRACK, THE ENTIRE WINDSHIELD
23 MUST BE REPLACED AND THE SUBARU
24 "EYESIGHT" SYSTEM RE-CALIBRATED. IT IS MY
25 OPINION THAT THE WINDSHIELD SHOULD NOT
26 HAVE CRACKED IN THIS SITUATION. A SIMPLE
27 GOOGLE SEARCH INDICATES THAT OTHERS
28 HAVE CONCERN WITH THE 2019 SUBARU
OUTBACK WINDSHIELD.

18 103. On NHTSA's website where consumer complaints about 2017
19 Subaru Foresters are posted,¹⁰ the following incident posted on February 10,
20 2018 and dated January 26, 2018 was reported:

21 THE WINDSHIELD SPONTANEOUSLY CRACKED,
22 MIDDLE PASSENGER SIDE (NOT AWARE WHEN
23 IT HAPPENED. ONE TIME CAME OUT INTO THE
24 GARAGE AND NOTICED IT WAS CRACKED). IT
25 ALSO WAS SEVERELY CHIPPED ONE TIME
26 BEFORE (2500 MILES). SO IT HAS HAD TO BE
27 REPLACED 2 TIMES WITHIN 16,000 MILES AND
28 LESS THAN ONE YEAR OWNERSHIP.

26 104. On February 22, 2018, the following incident dated February 12,
27 2018 was reported:

28 ¹⁰ <https://www.safercar.gov/vehicle/2017/SUBARU/FORESTER/SUV/AWD>
(last viewed November 10, 2019).

1 WHILE DRIVING SUBARU FORESTER 2017, A
2 SMALL ROCK HIT THE WINDSHIELD AND
3 SMALL CRACK QUICKLY TURNED INTO 24" TO
4 30" LONG LINEAR CRACK AND AS A RESULT
5 ENDED UP REPLACING WIND SHIELD GLASS
6 AND RE-CALIBRATION OF EYESIGHT. THIS
7 HAPPENED TWICE IN LAST 8 MONTHS. IT
8 APPEARS TO BE AN OEM ISSUE. UNLIKE MY
9 OTHER TWO VEHICLES, THEY HAD SIMILAR
10 ISSUE HOWEVER THE CRACK WAS SHIELD BY
11 PROFESSIONALS AND NEVER DEVELOPED
12 LINEAR CRACK.

13 105. On March 21, 2018, the following incident dated March 21, 2018
14 was reported:

15 OWN A 2017 SUBARU FORESTER, WE HAVE LESS
16 THAN 11,000 MILES AND LESS THAN ONE YEAR
17 OF OWNERSHIP. A SMALL STONE HITTING THE
18 WINDSHIELD, QUICKLY ENDS UP IN A 24" TO 30"
19 LONG LINEAR CRACK UNLIKE MY OTHER TWO
20 VEHICLES. WE ARE IN PROCESS OF REPLACING
21 3RD WINDSHIELD GLASS IN LESS THAN ONE
22 YEAR. IT APPEARS THAT THERE MAY BE AN
23 OEM DEFECT. THIS LONG CRACK CREATES
24 DANGER VISION PROBLEM. EVERY
25 WINDSHIELD REPLACEMENT REQUIRES RE-
26 CALIBRATION OF EYESIGHT TOO. THIS IS AN
27 ADDITIONAL BURDEN ON INSURANCE AS WELL
28 AS OWNERS AND SHOULD BE ADDRESSED
29 ASAP. MANUFACTURER HAS NOT YET
30 ACKNOWLEDGE THE EXISTENCE OF
31 DEFECTIVE WINDSHIELD. WE REQUEST THAT
32 CONSUMER PRODUCT RECALL INVESTIGATE
33 THIS ISSUE ASAP.

34 106. On NHTSA's website where consumer complaints about 2018
35 Subaru Foresters are posted,¹¹ the following incident posted on September 7,
36 2018 and dated September 4, 2018 was reported:

37 WINDSHIELD CRACKED ALL THE WAY ACROSS
38 FROM THE TINIEST LITTLE DING FROM A ROCK.

39 107. On November 2, 2018, the following incident dated September 1,
40 2018 was reported:

41 THE WINDSHIELD SIMPLY CRACKED UNDER

42 ¹¹ <https://www.safercar.gov/vehicles/2018/SUBARU/FORESTER/SUV/AWD>
43 (last viewed November 10, 2019).

1 THE PASSENGER WIPER AND QUICKLY SPREAD
2 ACROSS THE WINDSHIELD. THERE WAS NO
3 VIABLE IMPACT AND IT APPEARED
4 OVERNIGHT. THIS HAPPENED IN EARLY
5 SEPTEMBER AND WE ARE STILL WAITING FOR
6 AN OEM REPLACEMENT FROM SUBARU.

7 108. On March 17, 2019, the following incident dated December 21,
8 2018 was reported:

9 I PURCHASED THIS CAR 7/31/18. ON 12/21/18
10 (ODOMETER 3,427 MILES), THE FIRST MORNING
11 WITH A HARD FROST, I FOUND THAT MY 2018
12 SUBARU FORESTER (STATIONARY AND
13 PARKED IN MY DRIVEWAY) HAD DEVELOPED A
14 CRACK OVERNIGHT FROM THE LOWER LEFT
15 CORNER OF THE DRIVER'S SIDE UPWARD. (NO
16 CRACK THE DAY BEFORE) I DROVE THE CAR 3
17 MILES TO WORK, CALLED THE DEALERSHIP
18 WHERE I PURCHASED IT, AND SCHEDULED A
19 SERVICE MANAGER EVALUATION
20 APPOINTMENT THAT MORNING. I DROVE 12
21 MORE MILES TO THE DEALERSHIP. IN UNDER 3
22 HOURS, DRIVING TOTAL 15 MILES, SINCE
23 DISCOVERING THE CRACK AND ARRIVING AT
24 THE DEALERSHIP, THE CRACK HAD
25 PROGRESSED UP AND ACROSS THE DRIVER'S
26 SIDE OF THE WINDSHIELD. THE SERVICE
27 MANAGER AGREED TO REPLACE THE
28 WINDSHIELD AT NO COST TO ME, "AS A ONE-
TIME GOOD WILL GESTURE". HE POINTED TO
THE BASE OF THE CRACK WHICH BEGAN AT
THE BOTTOM OF THE BLACK AREA BORDERING
THE BASE OF THE WINDSHIELD, CLAIMED HE
COULD SEE A CHIP, AND DUG HIS PEN INTO THE
GLASS TO ENLARGE THE CRACK. TO ME, THIS
ARE LOOKED MORE A FLAW IN THE GLASS
WHERE BROKEN WINDSHIELD MAY HAVE HAD
A FLAW HAD FLEXED DUE TO THE FREEZING
WEATHER. HE DESCRIBED THE DAMAGE AS A
CHIP ON MY REPAIR TICKET, WHICH IS
MISLEADING IF AN ANALYSIS IS DONE ON THE
CRACK, BUT IT SUPPORTS THE TICKET'S NOTE
THAT THIS WAS A 1-TIME REPAIR AT NO
CHARGE, WITH NO GUARANTEE OF FUTURE
SIMILAR REPAIRS. THE DEALER DELAYED THE
REPAIR DUE TO CHRISTMAS, AND THE CRACK
CONTINUED TO PROGRESS ACROSS THE
WINDSHIELD. REPLACEMENT INSTALLATION
SCHEDULED FOR 12/26/18. ARRIVING FOR MY
APPOINTMENT I WAS TOLD THE WINDSHIELD
WAS ORDERED BUT THE DEALER FAILED TO
SCHEDULE AN INSTALLER. THEY KEPT MY CAR
UNTIL THE REPAIR WAS COMPLETED ON
12/28/19. THEY PROVIDED A LOANER CAR.

1 RESEARCHING SUBARU WINDSHIELD CRACKS
2 ONLINE, I LEARNED THAT SUBARU
3 WINDSHIELDS HAVE A PROBLEM WITH
4 SPONTANEOUSLY CRACKING, BEGINNING
5 WITH A 2016 OUTBACK RECALL, BUT FORESTER
6 OWNERS ALSO ARE REPORTING CRACKS.

7 109. On March 18, 2019, the following incident dated March 13, 2019
8 was reported:

9 OUR WINDSHIELD CRACKED SPONTANEOUSLY,
10 STARTING AT THE WIPER PARK HEATER ON
11 THE DRIVER SIDE. THE CAR WAS PARKED IN A
12 PARKING GARAGE WHEN THE CRACK
13 SPONTANEOUSLY APPEARED.

14 110. On NHTSA's website where consumer complaints about 2019
15 Subaru Foresters are posted,¹² the following incident posted on February 5, 2019
16 and dated January 31, 2019 was reported:

17 I AM HERE TO REPORT MY 2019 SUBARU
18 FORRESTER WINDSHIELD CRACK. I THE CAR IS
19 ONLY 1 MONTH OLD AND WE FOUND THE
20 CRACK IN THE MORNING WHILE SITTING IN
21 THE DRIVEWAY I HEARD THE SAME PROBLEM
22 HAPPENS ON 2015 OUTBACK I CALLED THE
23 SHOP AND THEY TOOK PICTURES AND THEY
24 DID NOT FIND ANY CHIPS THAT WOULD
25 INDICATE A ROCK OR PEBBLE HIT THE CAR
BACK TO ME

26 111. On March 8, 2019, the following incident dated February 13, 2019
27 was reported:

28 WINDSHIELD CRACKED FOR NO REASON
29 NOTHING HIT IT WENT TO DEALER NO HELP
30 FROM THEM TOOK CAR TO GLASS EXPERT .
31 SAID WINDSHIELD WAS NOT HIT
32 (SPONTANEOUS CRACK) HAPPENS ON 02/13/2019
33 FOUND OUT NO REPLACEMENT IN THE USA.
34 WINDOW OUT OF CAR 02/26/2019)SUBARU NO
35 HELP LEFT WITHOUT CAR

36 112. On March 13, 2019, the following incident dated March 12, 2019

37 ¹² <https://www.safercar.gov/vehiclesafety/2019/SUBARU/FORESTER/SUV/AWD>
38 (last viewed November 10, 2019).

1 was reported:

2 WHILE DRIVING ON THE FREEWAY, THERE
3 WERE SOME BUMPS ON THE ROAD AND
4 SUDDENLY A CRACKLING NOISE AND A
5 VERTICAL CRACK DEVELOPED ON THE DRIVER
6 SIDE WINDSHIELD. THE CRACKED RUN FROM
7 THE UPPER RIGHT CORNER TOWARDS THE
8 BOTTOM OF THE WINDSHILED.

9 113. On March 14, 2019, the following incident dated January 1, 2019
10 was reported:

11 WINDSHIELD CRACK AND ROCK CHIP. THE
12 SUBARU OEM WINDSHIELD IS VERY WEAK AND
13 I'VE ALREADY NOTICED A CHIP ON THE
14 WINDSHIELD FOR A CAR THAT IS 5 MONTHS
15 OLD. SEVERAL OWNERS HAVE ALREADY FILED
16 A COMPLAINT FOR THE PREVIOUS YEARS, AND
17 ITS THE SAME FOR 2019 AS WELL.

18 114. On March 15, 2019, the following incident dated January 5, 2019
19 was reported:

20 BOUGHT THE CAR 11/23/2018, AND IN JANUARY
21 2019 THE WINDSHIELD CRACK FROM THE
22 BOTTOM UP AND BRANCH OUT FOR NO
23 REASON. THE CAR PARKED INSIDE OF OUR
24 GARAGE. CONTACTED SUBARU HQ AND
25 DEALERSHIP SUBARU OF ONTARIO
26 CALIFORNIA, BOTH DENIED THE WINDSHIELD
27 HAS ANY DEFECT. AND THE DEALERSHIP
28 SERVICE MANAGER ONLY LOOKED AT IT 2
SECONDS AND SAID IT'S IMPACTED!!

115. On April 1, 2019, the following incident dated April 1, 2019 was
reported:

116. THE FORESTER ARRIVED TO US FROM THE
117 DEALERSHIP WITH A CRACKED WINDSHIELD.
118 IT WAS REPLACED BY THE DEALERSHIP. THE
119 REPLACEMENT WAS CRACKED WITHIN A DAY
120 OF DRIVING THE VEHICLE. THERE SEEMS TO BE
121 AN ONGOING ISSUE WITH THE 2019 SUBARU
122 FORESTER WINDSHIELDS. BOTH TIMES OF
123 INCIDENT THE VEHICLE WAS IN MOTION ON
124 THE HIGHWAY AND WAS IMPACTED BY A VERY
125 SMALL ROCK - YET THE ENTIRE WINDSHIELD
126 BECAME DAMAGED.

1 116. On NHTSA's website where consumer complaints about 2017
2 Subaru Legacies are posted,¹³ the following incident posted on July 6, 2017 and
3 dated July 6, 2017 was reported:

4 HELLO,

5 I HAVE NOTICED AN ISSUE WITH 2017 SUBARU
6 LEGACY WINDSHEILDS. WHEN THE OUTSIDE
7 TEMPERATURE IS ABOVE 88°F AND THE "AUTO"
8 CLIMATE CONTROL IS SET TO 68°C THE
9 DIFFERENCE IN THE TEMPERATURE BETWEEN
10 THE OUTSIDE AIR, AND THE COOLING INSIDE
11 AIR DRAMATICALLY INCREASES THE
12 WEAKNESS AND BRITTLENESS OF THE
13 WINDSHEILD, SUCH THAT WHEN SOMETHING
14 HITS IT, IT ALMOST INSTANTANEOUSLY
15 CRACKS MORE THAN 7-8 INCHES IN LENGTH. I
16 AM NIW HAVING MY SECOND WINDSHEILD
17 REPLACED IN THE LAST 2 MONTHS BECAUSE OF
18 THIS ISSUE.

19 BOTH TIMES I WAS DOING ABOUT 70MI/HR ON
20 I-94...I KNOW WINDSHEILDS CRACK WHEN
21 SOMETHING HITS THEM, BUT THIS WAS
22 DIFFERENT THE STRIKE WAS BARELY
23 NOTICEABLE, SOMETHING THAT IF
24 CONDITIONS WERE COOLER OR THE
25 TEMPERATURE EQUALIZED, I DONT THINK THE
26 THERMODYNAMICS WOULD BE RIGHT FOR.

27 ***

28 117. On June 12, 2018, the following incident dated June 12, 2018 was
19 reported:

20 NEW 2017 SUBARU LEGACY WAS BOUGHT IN
21 MAY 2017. WITH IN A MONTH, WINDSHIELD
22 CRACKED WHEN THE CAR WAS STATIONARY IN
23 A SHOPPING MALL PARKING LOT. DEALER DID
24 NOT COVER STATING IT WAS ROCK HIT. IT GOT
25 FIXED WITH INSURANCE CLAIM. AFTER FIXING
26 IT, THE SAME DAY EVENING IN THE OFFICE
27 PARKING LOT, IT CRACKED AT THE SAME SPOT.
WITH COURTESY OF THE THE REPAIRER IT WAS
CHANGED WITH WARRANTY. NOW, EXACTLY
AFTER ONE YEAR, WHILE DRIVING ON THE
HIGHWAY, HEARD LOUD NOISE AS IF MY TIRE
GOT BURST. WHILE LOOK AROUND I SAW THE
WINDSHIELD CRACK AT THE SAME SPOT. IT

¹³<https://www.safercar.gov/vehicles/2017/SUBARU/LEGACY/4%252520DR/AWD> (last viewed November 14, 2019).

1 CAN NOT BE COINCIDENT TO HAPPEN 3 CRACKS
2 AT THE SAME SPOT.

3 118. On NHTSA's website where consumer complaints about 2018
4 Subaru Legacies are posted,¹⁴ the following incident posted on April 4, 2019 and
5 dated March 25, 2019 was reported:

6 THE SUBARU LEGACY WINDSHIELD IS
7 EXTREMELY BRITTLE, SMALL SALT DEBRIS
8 CAUSED THE WINDSHIELD TO HAVE SEVERAL
9 CHIPS ALL OVER THE WINDSHIELD, IN ALL MY
10 YEARS I'VE NEVER SEEN WINDSHIELDS BEING
11 THIS BRITTLE. THERE ARE THOUSANDS OF
12 COMPLAINTS ON SUBARU FORUMS ABOUT
13 WINDSHIELDS THAT HAVE THE EYESIGHT
14 EQUIPPED THAT THEY ARE PRONE TO
15 CRACKING AND CHIPPING EASILY. RECENTLY
16 SUBARU LOST A LAWSUIT ABOUT THEIR
17 WINDSHIELD CRACKING ON THE 2015 AND 2016
18 SUBARU OUTBACKS, I BELIEVE SUBARU HAS
19 NOT ADDRESSED THIS ISSUE YET.

20 WHILE I WAS DRIVING ON THE HIGHWAY ON
21 MY WAY TO VACAVILLE CALIFORNIA MY
22 WINDSHIELD ENDED UP WITH AT LEAST
23 DOZENS OF CHIPS ALL OVER MY WINDSHIELD.
24 THIS IS UNACCEPTABLE BECAUSE I'VE MADE
25 THIS TRIP COUNTLESS AMOUNT OF TIMES ON
26 MY OLD CAR AND NEVER HAD THIS ISSUE.

27 119. On NHTSA's website where consumer complaints about 2019
28 Subaru Legacies are posted,¹⁵ the following incident posted on November 7,
29 2018 and dated November 4, 2018 was reported:

30 MY CAR IS 2 WEEKS OLD. I USED THE
31 DEFROSTER ON SATURDAY NIGHT AND ON
32 SUNDAY MORNING THERE WAS A CRACK ON
33 MY WINDSHIELD FROM THE BOTTOM CENTER.
34 UP AND TO THE PASSENGER'S SIDE. I DO NOT
35 HEAR A STONE HIT MY WINDSHIELD WHILE
36 DRIVING. SUBARU SAID IT WAS A STONE AND
37 IS CHARGING ME OVER \$700.00 TO REPLACE IT.
38 I HAVE BEEN DRIVING FOR MANY YEARS AND
39 HAVE NEVER GOTTEN A CRACK LIKE THIS. I
40 BELIEVE IT IS A FAULTY WINDSHIELD THAT

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1 CRACKED WITH THE CHANGE IN
2 TEMPERATURE.

3 120. On November 27, 2018, the following incident dated November 23,
4 2018 was reported:

5 THE VEHICLE IS LESS THAN ONE MONTH OLD
6 AND IT WAS FOUND ONE MORNING WITH AN 8
7 INCH CRACK IN THE WINDSHIELD. THERE WAS
NO IMPACT MADE ON THE WINDSHIELD. THE
CRACK IS COMING FROM THE BOTTOM LEFT
CORNER AND GOES TOWARDS THE CENTER.

8 **Customer Complaints on Third-Party Websites**

9 121. Consumers similarly complained about the defect on various online
10 forums. Below are some examples.

11 122. In a forum for 2017 Subaru Outbacks titled “Cracked Windshield”¹⁶
12 on carcomplaints.com, consumers posted as follows:

13 a. A consumer wrote on December 14, 2016:

14 This crack appeared suddenly on the lower right side
15 (passenger side) of windshield of my 2017 Subaru
16 Outback, and could be observed actually spreading
17 toward the lower center after just having left my garage
3 or 4 minutes earlier into a snow storm.

18 There had been no sound of any impact on the vehicle
19 since leaving the garage.

20 Upon close inspection of the cracked windshield there
21 appeared to be a tiny ding in the midst of the crack. I was
22 not aware of any prior impact of any hard objegglct to
23 this windshield.

24 I am disturbed about how a tiny (less than centimeter)
25 ding could result in a crack that resulted in need for
26 windshield replacement so soon after purchasing (3000
27 miles) the car. I am also unaware of any warranty with
Subaru that would have covered the cost of replacement.
A claim was made to my auto insurance. My windshield
was replaced.

28 Please see complaints of further windshield damages
requiring repairs, and a current crack to the replacement
windshield which has not yet been repaired (probably

¹⁶https://www.carcomplaints.com/Subaru/Outback/2017/windows_windshield/cracked_windshield.shtml (last viewed November 13, 2019).

1 will require another replacement).

2 b. Another consumer wrote on July 26, 2019:

3 While driving down the highway July 2017, a very small
4 rock hit within bottom 2 inches (near the center) of the
5 windshield that over the course of a few days grew. Took
6 it in and due to the eye sight re-calibration had to pay
7 \$1600.00 to have it repaired by the dealer. This past
8 week, with a bump of my hand on the front windshield it
9 cracked again! Seriously, hitting with window with my
bare hand, with little force SHOULD NEVER CAUSE
THE WINDOW TO CRACK. My insurance deductible is
\$1,000 so hardly worth reporting it. The cost to replace
is exorbitant. After doing some research online I find that
that easily cracked wind shields are a common problem.
I can't keep replacing my windshield at \$1,600 a pop!

10 123. In a forum for 2018 Subaru Outbacks titled "Windshield Cracks
11 Easily"¹⁷ on carcomplaints.com, consumers posted as follows:

12 a. A consumer wrote on May 13, 2018:

13 Our Subaru was about 2 weeks old when while on a drive
14 on a paved highway a crack suddenly appeared on
15 passenger side of windshield. We had not experienced
16 any indication of getting hit by a rock, etc. It seemed to
come from the edge and extended in a curved pattern
about 8 inches. The crack grew to about 12 inches.

17 Went to local Subatu dealer in Rapid City, SD the next
18 day. The service tech traced the crack with a ball point
19 pen and found a "star" indicating a rock chip very near
the side edge of the windshield where the crack appeared
20 to start. Since they don't replace windshields at their
dealership they referred us to the local Safelite shop.
They confirmed that it was a rock chip & replaced the
windshield with what they told us was am OEM Subaru
windshield. Since the car has "Eyesight" potentially it
may have had to be recalibrated, but in our case it did
22 not, which saved us a few hundred \$\$.

23 Incidentally, within one week of the windshield
24 replacement we had a known rock hit the windshield
while driving on a paved highway when we met a pickup
25 truck and saw & heard the rock hit. It left a chip which
we had repaired by the same Safelite shop the following
26 day.

27 b. Another consumer wrote on May 17, 2018:

28 ¹⁷https://www.carcomplaints.com/Subaru/Outback/2018/windows_windshield/windshield_cracks_easily.shtml (last viewed November 13, 2019).

1 I know on the first event of the windshield cracking, a
2 pebble hit in while on the highway. We had it back for 7
3 days when it happened again, got it back last Friday and
4 it happened again (today is Thursday 5/17). I know the
5 dealer claims a pebble hit it the second time, and I am
6 sure they will this time. I cannot imagine how a pebble
7 can cause this, been driving many years and have noted
8 this happen previous and have had many pebbles hit my
9 windshields over the years. I suspect faulty glass, I
10 shared that with the dealer but no success. I will examine
11 options under Virginia's Lemon law. Each time this
12 occurs it takes the car away for 2 days as with all the
13 technology the windshield must be calibrated as well.

14 c. Another consumer wrote on June 1, 2018:

15 I had just drove off the lot and not 24 hrs. past brand new,
16 got hit by a small rock...I thought it was a bug didn't even
17 flinch and then a little thud afterwards 3 mins....crack
18 appeared to move all the way across my vision. 12 inches
19 immediately.

20 d. Another consumer wrote on July 22, 2018:

21 This is my second Subaru in 1 year. My 2017 was totaled
22 by hail (all the windows were knocked out). We were
23 driving on the highway, and we got hit with a small rock.
24 It hit right at the bottom, and it instantly started to crack.
25 Within 30 seconds, it grew to well over 12 inches. It was
26 a very small rock, that should've only been a starburst of
27 a ding, and easily fixed. My 2017, had the exact same
crack before it was totaled out from hail. I actually had a
pending insurance claim to get the windshield fixed
because they cost around \$600-\$700 to replace.

28 The car has less then 500 miles and I already have to get
the windshield replaced. I read there was a pending
lawsuit on other Outback years, and obviously, nothing
has changed. I even have the windshield coverage for the
outback, but it only covers dings, not large cracks. Didn't
even stand a chance.

29 e. Another consumer wrote on September 18, 2018:

30 I am here to report my 2018 Subaru Outback windshield
31 crack. I heard the same problem happens on 2015
32 Outback (I owned one before). So I found the document
33 from Internet, Subaru 12-192-15R, about extend
34 warranty for 2015 windshield. I took the file to a Subaru
35 shop, they just refused 2018 has the same problem - no
36 same warranty. Now I don't know what to do.

124. In a forum for 2018 Subaru Outbacks titled “Cracked Windshield”¹⁸
on carcomplaints.com, consumers posted as follows:

3 a. A consumer wrote on December 27, 2018:

4 I had replaced my first windshield within 48 hrs of
5 driving the car off the lot brand new....not even a year
6 old now and another crack has appeared. I am going to
7 replace it with an independent dealer without using
8 Subaru's Abra who over charged me exorbitantly...
\$313.45 which was supposedly just 50% of the total told
to me by Subaru). Abra didn't give me any warranty and
says needs to be replaced at full cost to me.

9 Again...hard to see if a rock hit it, it was raining and cold
outside on the highway...didn't hear a rock again.

10 b. Another consumer wrote on April 19, 2019:

11 I have a spontaneous crack in my windshield, driver's
12 side, starting in the upper left hand of the front
13 windshield and going diagonally to my eyesight line,
14 then the crack continues horizontally. Both legs of the
15 crack are at least 6-7 inches in length. The crack
happened while stored in my garage for the night. No
stones or rocks hit my windshield before the crack. I
went to drive it the next morning and there it was.

16 There was a class action lawsuit against Subaru for faulty
17 windshields that would crack for no reason on the 2015-
2016 Outback & Legacy models. I think this problem is
18 still happening.

19 ****

20 c. Another consumer wrote on April 29, 2019:

21 Windshield cracked just sitting at work parking lot.
22 Staring from the frame on the driver side small fine S
23 curve at first about 20" but couple days later expanding
24 halfway across the glass. Called the dealer and it is clear
25 that they are well aware of the problem and referred me
26 to a designated person handling just windshields. Being
27 very careful with her instruction basically assuming no
responsibility unless you have some kind of “extension”
on your warranty. Basically instructing me to Subaru
America. She did way to bring the car to the dealer so
they can determine the cause. I am not sure what are their
methods and what they can determine. Possibly just
collecting data so they Subaru can address this with their

28 ¹⁸https://www.carcomplaints.com/Subaru/Outback/2018/windows_windshield/cracked_windshield.shtml (last viewed November 13, 2019).

1 glass supplier. Cost estimated at \$2000. This is clearly
2 not an isolated incident and I hope that there is a class
3 action suit on the way to address this issue. Very
frustrating and expansive repair. I currently own two and
this is my third Subaru and possibly last.

4 125. In a forum for 2019 Subaru Outbacks titled “Windshield Crack”¹⁹
5 on carcomplaints.com, consumers posted as follows:

6 a. A consumer wrote on November 24, 2018:

7 Returning from Rochester and a crack appears in the
8 corner of the windshield by the passenger about 4-5
9 inches long. The next morning it's like 18 inches. There
is no ding, no star, no full moon or half moon. I will
update after I take it to a dealer.

10 b. Another consumer wrote on January 11, 2019:

11 I am writing to express my concern regarding the quality
12 of the Subaru Outback windshield. On December 21,
13 2018 I purchased my first Subaru. On January 11, 2019
14 my windshield spontaneously cracked below the wipers
and spread very quickly. Because it was obstructing my
view I had to have the entire windshield replaced.

15 On February 15, 2019, four days after the windshield was
16 replaced, I received a rock chip that immediately cracked
17 to a size larger than a dollar bill, beyond repair. I had
18 expected better from the Subaru brand. I decided to
purchase a Subaru Outback for the quality and reliability
however after experiencing the poor windshield quality,
I may not purchase another Subaru.

19 For a little background, I have had the same commute for
20 over ten years. With other vehicles I have experienced
21 rock chips, which I have been able to get repaired and
22 never had to replace the windshield. I have driven lesser
quality and less reliable vehicles and have never had to
incur the out of pocket cost that I have with the Subaru
Outback with 3 months of ownership.

23 To put this in perspective, the cost of one windshield
24 replacement equals the cost of one month of daycare for
25 a toddler, one year of auto and homeowner's insurance
or two Epi Pens. This expense goes far beyond the
26 annual routine maintenance I expect to pay on any
vehicle.

27 c. Another consumer wrote on April 10, 2019:

28 ¹⁹https://www.carcomplaints.com/Subaru/Outback/2019/windows_windshield/windshield_crack.shtml (last viewed November 13, 2019).

1 On Jan 20th 2019, purchased a brand new 2019 Subaru
2 Outback 3.6R. The car is garaged inside everyday on
3 4/10/2019 I noticed a huge crack on front of my driver
4 side windshield as I was getting into my car after work.
5 I researched and on the Youtube I also see a video with
6 exact crack that starts from the bottom of the windshield
7 the person who posted the video had 2018 Outback. I've
8 had Volvo, Honda and Acura MDX and never had I a
9 window crack like this before even with little chip that
10 would occur from driving highways or going off road on
11 a ski trip.
12

7 d. Another consumer wrote on May 29, 2019:

8 2019 Subaru Outback purchased February 2019 with
9 7500 miles. Windshield crack developed on the
10 passenger side edge, 1/2 up and grew toward the center.
11 The vehicle has eyesight and that will need to be re-
12 calibrated after the replacement. One estimate is up to
13 \$1500 including calibration. Subaru doesn't want to
14 know anything. Funny how our 2005 Sienna has 263,000
15 miles and the original windshield.
16

17 126. In a forum for 2017 Subaru Foresters titled "Windshield Cracks"²⁰
18 on carcomplaints.com, a consumer wrote on March 5, 2018:

19 20 My windshield cracked with no apparent impact about 6
months ago. Then the other day, my husband noticed 4
17 new cracks appearing in my new windshield. He was
upset because I had just been in a Fuller's Car Wash and
18 he said those cloth car washes are too rough for this car.
I knew there was no way that car's windshield was
damaged in the car wash. We had to have the windshield
19 replaced again! This car was purchased brand new, and
this should not be happening. I just want a glass that
won't crack.
20

21 127. In a forum for 2018 Subaru Foresters titled "Cracked Windshield"²¹
22 on carcomplaints.com, consumers posted as follows:

23 a. A consumer wrote on August 25, 2018:

24 25 A small stone cracked my windshield on 8/25/2018, and
the crack continues to grow while not even driving the
26 vehicle. I live in Massachusetts where it is illegal to drive
a car with a cracked windshield. The glass company told
27

²⁰https://www.carcomplaints.com/Subaru/Forester/2017/windows_windshield/windshield_cracks.shtml (last viewed November 14, 2019).

²¹https://www.carcomplaints.com/Subaru/Forester/2018/windows_windshield/cracked_windshield.shtml (last viewed November 13, 2019).

1 me that the part is on backorder from Subaru (verified
2 with a second glass company) and will not be available
3 before the beginning of October. This means that I will
4 not be able to operate my car for at least 5 weeks.

5 I have tried to get the dealer where I purchased the car to
6 give me a loaner, but so far no luck. I talked to someone
7 at Subaru Customer Service about this issue and am
8 waiting to see for a response. I have also been in touch
9 with the Massachusetts Attorney General's Office (They
10 just talked about the lemon law here.) and a local TV
11 station's consumer complaint division (They suggested
12 writing to the head of Subaru USA -- I plant to do this
13 next.)

14 There was a class action suit for windshield issues for
15 earlier years Outbacks and Legacys,

16 b. Another consumer wrote on December 10, 2018:

17 Add my wife and I to the list of disgruntled Subaru
18 owners. Our 2018 Outback suffered a spontaneous
19 windshield crack, without impact to the glass,
20 originating in the deicer area on the driver's side (like
21 countless others reported online). At least three separate
22 service bulletins have been issued related to this
23 problem, and a class action lawsuit is underway in
24 California. We purchased the extended bumper-to-
25 bumper warranty, but after speaking with a service
26 center rep who says she's aware of the issue but can't
27 remember the dealership ever covering a warranty claim
28 for windshield damage, I have little faith this will be
resolved satisfactorily.

128. In a forum for 2017 Subaru Legacies titled "Cracked Windshield"²²
on carcomplaints.com, consumers posted as follows:

1 a. A consumer wrote on March 30, 2018:

2 Few months after buying the vehicle, windshield cracks
3 while driving on the highway. No apparent reason was
4 heard or noticed. Insurance paid for the replacement
5 minus the deductible.

6 b. Another consumer wrote on June 12, 2018:

7 New car purchased in May 2017 and first windshield
8 crack happen in June 2017 at shopping parking lot
9 parked car. After fixing it with the Subaru parts, same
10 day evening at the office parking lot it cracked again at

22 https://www.carcomplaints.com/Subaru/Legacy/2017/windows_windshield_cracked_windshield.shtml (last viewed November 14, 2019).

1 the same spot. Non in June 2018 again another crack at
2 the same spot. It can not be coincident to happen at the
3 same spot for times.
4

5 129. In a forum titled “Windshield cracked, 3 day old 2017 Limited”²³ on
6 subaruoutback.org, a consumer with the username “davidaug” wrote regarding
7 his 2017 Outback on January 1, 2017:

8 Hi - new Subaru owner, bought the car last Saturday and
9 Wednesday there developed a crack starting at the
10 bottom of the center of the windshield, radiating upward.
11 Turned on defroster and watched the crack start going
12 laterally toward the driver side. There is a small chip
13 about 1" above the start of the crack, but I do not recall
14 hearing an impact. I previously drove a 1998 Mercedes
15 Wagon for 290000 miles with many stone impacts, etc,
16 but never any sort of crack resulted, the most damage
17 was a small chip. So, I guess this is my question - is the
18 2017 also affected by previous model years windshield
19 issues, or am I just the victim of bad luck (as the dealer
20 service manager says)?
21

22 130. A consumer with the username “jeffoutback” responded on this
23 thread on October 25, 2017:

24 Apparently we're in the same boat

25 2017 Subaru outback 15000 miles - long crack going up
26 from a "tiny" impact to windshield a few inches from the
27 bottom (below the horizon of the hood and below the
28 windshield wiper). Must be some pretty weak glass - had
29 a Toyota RAV 4 since 2008 and never had a crack.
30

31 131. In a forum titled “2017 xt windshield - I will be on my 4th soon”²⁴
32 on subareforester.org, a consumer with the username “hoshie” with a 2018
33 Forester XT began the thread on December 24, 2017:

34 realize there have been a couple threads on this but it
35 needs another aha.

36 These are by far the worst windshields I have ever
37 experienced. Nothing comes close.
38

23 <https://www.subaruoutback.org/threads/windshield-cracked-3-day-old-2017-limited.398690/> (last viewed November 13, 2019).

24 <https://www.subareforester.org/threads/2017-xt-windshield-i-will-be-on-my-4th-soon.743937/> (last viewed November 13, 2019).

1 They pit at negative temperatures from the tiniest rocks.
2 They crack soon after.

3 I will be on my 4th soon.

4 Considering the footprint, something needs to be
5 rectified.

6 Absolute design flaw. Garbage product.

7 132. A consumer with the username “Rick’s17” with a 2017 Forester
8 Limited responded on this thread on December 24, 2017:

9 Maybe. I got a tiny chip near my windshield pillar and
10 with cold weather, crack is now halfway across
11 windshield

12 133. A consumer with the username “saab93ddriver” with a 2017
13 Forester XT responded on this thread on December 25, 2017:

14 I have to say the glass seems to be pretty tender. I'm on
15 my third windshield within a year. I'm in Florida, I'm not
16 sure temperature is a controlling factor. Last time I had
17 it replaced the glass was on national back order and I had
18 to wait 6 weeks, which says to me there is a pretty good
19 demand. Now I got a chip last week, it's not growing so
20 maybe this one can be repaired rather than replacing the
21 whole piece of glass. In my 35 years of driving, before
22 the Forester experience, I replaced 1 windshield in my
23 Honda Element and never had to have any repaired in
24 any of my other vehicles.

25 134. A consumer with the username “regajohn” with a 2014 Forester XT
26 CVT responded on this thread regarding his sister’s 2017 Forester on December
27 25, 2017:

28 My sister's new (2017) is on its 3rd windshield in fewer
29 than 4,000 miles. The 2nd one broke while she was
30 leaving the dealership (the new glass didn't make it a
31 mile).

32 Both replacements have been paid for by the dealer /
33 SoA.

34 The glass is definitely thin / weak.

35 135. In a forum titled “2018 Subaru Forester Windshield crack (merged

1 thread)"²⁵ on subaruforester.org, a consumer with the username "safebet" wrote
 2 on July 18, 2018:

3 My 3 week old 2018 XT windshield just broke this
 4 afternoon driving down the road with no cars nearby. No
 5 reason at all. A friend and I were returning from lunch
 6 and bang! A huge crack straight down from the drivers
 side and cutting over to the middle of vision. It was 78
 degrees outside and no reason whatsoever for this to
 happen. Not happy.

7 136. A consumer with the username "cheeksf16" responded on this
 8 thread on July 26, 2018:

9 We have had the same issue with our 2017 Forester
 10 Touring that we bought new in May 2017. In Jun 2018,
 11 we experienced the third windshield crack by a strike so
 12 small we didn't hear anything, just saw the crack as it
 13 appeared and spread about 12". I have read up on the
 14 failed Subaru windshield redesign of the Forester for
 15 2017, called an 'Acoustic' windshield, it was designed
 16 to cut down on cabin noise and also to reduce weight, but
 17 actually appears to increase the occurrence of cracks
 18 versus chips, because the windshields are made using
 19 two thin pieces of glass with a laminate in between. The
 20 thinner glass on the outside cracks rather than chips
 21 requiring replacement rather than repair. Subaru of
 22 America (SoA) will not acknowledge there is a problem
 23 and therefore, as far as I know, is not working to correct
 24 the (non) problem. I have owned 19 cars in over 50 years
 25 of driving; I have only replaced one windshield on a
 26 1997 Volvo because of an "excessive number of chip
 27 repairs" (not a crack) before buying this Forester. It has
 been a month since our windshield cracked and it is still
 not replaced. I tried to replace it on the trip on which it
 occurred, but an OEM windshield was not available
 (Subaru of America denies there was/is a shortage of
 windshields), but I verified the shortage in Richmond,
 VA with two sources. Once I returned home I took the
 car to the dealer where I bought it and petitioned to get
 SoA to replace the windshield but as others have noted
 on this thread, Subaru claims no responsibility if the
 crack was caused by "foreign debris" (rock) regardless
 of the fact that it is their failed design that leads to an
 abnormal rate of crack damage. An automaker that
 claims replacing a windshield every 8000 miles (in my
 case) is normal, is not an automaker to be trusted. In my
 opinion, Subaru should: 1) acknowledge there is a
 problem with their windshield design, 2) immediately
 attack this engineering issue with the objective of a

28 ²⁵ <https://www.subaruforester.org/threads/2018-subaru-forester-windshield-crack-merged-thread.780995/> (last viewed November 13, 2019).

1 'counter' redesign of the windshield to normalize its life
2 expectancy, 3) replace any affected windshield under
3 warranty pending redesign, then once a solution is
4 determined, 4) issue a recall of all affected vehicles to
5 replace remaining faulty windshields. Unfortunately, I
6 don't think we should hold our breath for Subaru to do
7 the right thing and so I am adopting my own policy
8 regarding this problem; that is, I won't replace a cracked
9 windshield unless and until it becomes a distraction to
10 my vision or EyeSight's function, extends from one edge
11 to another, or a second crack occurs (which I know will
12 happen). Additionally, beginning with my current
13 replacement, I will replace with AS1 aftermarket non
14 'Acoustic' windshield. I will also continue to pass on my
15 experience with Subaru to friends and family as I did on
16 the trip that the current damage occurred. As a result, my
17 son in VA is reconsidering his plan to purchase a new
18 Crosstrek; a close friend in MA is reconsidering plan to
19 trade in Volvo XC 90 on new Outback; my wife's
20 childhood friend in NJ is reconsidering trading in 2012
21 Outback on new one; and fellow church member here in
22 GA is reconsidering buying a new Outback. If you have
23 similar personal experiences that you wish you had prior
24 to buying your Subaru, I encourage you to pass them on
25 ... had I known of this problem ahead of time, I would
not have bought the Forester, or any other Subaru.

137. In a forum titled “2019 - Windshield on LONG backorder!”²⁶ on
subaruforester.org, a consumer with the username “hammersc” wrote on
February 6, 2019:

cracked windshield

1st day my wife drove her '19 touring, she had a
windshield crack from a little rock while on the
interstate.

138. A consumer with the username “ctina8” responded on this thread on
February 7, 2019:

Same here, first day out with my 18, ended up with a
crack in windshield, does Subaru use some kind of cheap
glass, ever little stone that hits windshield is making a
chip. So annoyed!!

139. In a subforum for Subaru Outback owners on reddit.com, a

26 <https://www.subaruforester.org/threads/2019-windshield-on-long-backorder.794211/> (last viewed November 13, 2019).

1 consumer wrote on January 1, 2017:²⁷

2 2017 Outback's supercrackable windshield

3 My wife's 2017 Outback ran into one tiny gravel pellet
4 at 25miles/hr, and boom, we have a growing crack on the
5 windshield now. Googled up windshield replacement
6 and saw there was a Class action on this against Subaru.
7 Called up the dealer, he said they don't handle
8 windshield replacements and asked me to contact
9 Insurance. Called Subaru America, they registered my
10 complaint, and mentioned they don't cover stone hits,
11 and don't know about any faults with the current
12 windshields and asked me to contact the dealer. Its gonna
13 cost either myself/insurance&myself \$550 to get this
14 replaced (\$350 windshield + \$200 labor). On top of it,
15 the dealer gets to re calibrate the eyesight for another
16 \$250 For a car that is designed for offroad use, the size
17 of stone that cracked the windshield was something we
18 could have protected with our face without injury.
19 Wondering how many folks here has faced this problem
20 and what they have done about it?

21 140. In the reviews section for the 2019 Subaru Forester on cars.com,²⁸ a
22 consumer wrote on November 21, 2018:

23 I've only had mine for 2 1/2 weeks. After driving it for 1
24 week a small rock hit the windshield. I brought it to a
25 reputable glass shop to have it fixed and it spidered when
26 they attempted to fix it. I ordered a new windshield from
27 the dealership last week and it will be another 2 1/2
28 weeks to get here. Today another very tiny rock hit the
29 windshield and made a star chip that looks like it will
30 spider rapidly. It seems to me that it's a pretty weak
31 windshield and at a \$1,000.00 for a new one it's a
32 moneymaker for Subaru/dealership. My 2014 Forester
33 did not have this problem. I am not happy.

34 141. On the same cars.com page, another consumer wrote on March 12,
35 2019:

36 I've driven the 2019 Subaru Forester Touring model for
37 a month, about 2500 miles. I'll start with the good. The
38 seats are very comfortable and the entertainment system
39 is great. Mine came with a trial subscription to Sirius xm
40 radio and that has been enjoyable. The visibility is

27 https://www.reddit.com/r/subaruoutback/comments/7zavlo/2017_outbacks_supercrackable_windshield/ (last visited November 14, 2019).

28 <https://www.cars.com/research/subaru-forester-2019/consumer-reviews/> (last viewed November 13, 2019)

1 amazing on the car; there are no blind spots. Plenty of
 2 storage and extremely roomy. If all you were going to do
 3 is sit in the car you would be happy. Now the cons. It is
 4 true that the cup holders are in a very weird and hard to
 5 reach place, almost behind you. I'm still not used to that.
 6 It's also true that there is only one small cubby in the
 7 front that doesn't really hold much. They put the usb
 outlet deep under there so it's hard to find. The
 windshield seems to break easily. I got one small rock
 chip and it put a crack through the entire windshield. I've
 never had a car that the window breaks in half over a tiny
 rock chip, and don't think that you're going to get a
 replacement easily. The replacement windshields are
 very expensive and there is a two month wait. . . .

8 142. On the same cars.com page, another consumer wrote on September
 9 4, 2019:

10 We bought the 2019 Forester less than 2 months ago in
 11 mid July 2019 at 500 miles the windshield cracked from
 12 driver side to middle of the passenger side. When we
 13 took it into Hueberger a Subaru, Colorado Springs,
 14 amazingly the service manager's what he called a chip
 15 the size of the end of a ball point pen. It cracked over nite
 16 while in the garage. We are at a time there is not gravel
 17 on the road and we did not see or hear a rock. Then he
 18 said because of the eyesight cameras the glass is thinner
 19 than other windshields. Major design flaw in a vehicle
 built for snow and off road driving! The windshields are
 1100.00 installed..so guess we'll have to drive my 2010
 Jetta in the snow.. original windshield, or the 2005
 Pontiac vibe, original windshield. We have a case # with
 Subaru and they may warranty one time. I am not happy
 and the thought that we already have this issue is
 concerning.

20 143. In the reviews section for the 2019 Subaru Outback on cars.com,²⁹ a
 21 consumer wrote on March 11, 2019:

22 Very happy with ride, safety features, fit, finish, quality.
 23 Gas mileage not great but good. Coincidentally bought it
 24 a day before a big snow hit Seattle and was glad to have
 25 the AWD. Adaptive cruise control wonderful once you
 26 get used to it. StarLink functionality and UI is confusing
 27 and frustrating; doubt we will extend the free trial
 subscription. A month after buying, found a crack that
 will require an expensive windshield replacement. It
 traces to a tiny chip, presumably from a small rock we
 didn't notice. Subaru user forums online discuss
 potentially vulnerable/weak windshields so prospective

28 ²⁹<https://www.cars.com/research/subaru-outback-2019/consumer-reviews/> (last viewed November 13, 2019)

1 buyers might want to have low deductible on your
2 comprehensive insurance.

3 144. Defendants had superior and exclusive knowledge of the Defect and
4 knew or should have known that the defect was not known or reasonably
5 discoverable by Plaintiffs and Class Members before they purchased or leased
6 the Class Vehicles.

7 145. Plaintiffs are informed and believes, and based thereon alleges, that
8 before Plaintiffs purchased their respective Class Vehicles Defendants knew
9 about the Defect through sources not available to consumers, including pre-
10 release testing data, early consumer complaints to Defendants and their dealers,
11 testing conducted in response to those consumer complaints, high cracking rates
12 of the windshield, the data demonstrating the inordinately high volume of
13 replacement part sales, and other aggregate data from Defendants' dealers about
14 the problem.

15 146. Defendants are experienced in the design and manufacture of
16 consumer vehicles. As an experienced manufacturer, Defendants conduct tests,
17 including pre-sale testing, on incoming components, including the windshield, to
18 verify the parts are free from defect and align with Defendants' specifications.
19 Thus, Defendants knew or should have known the windshield was defective and
20 prone to put drivers in a dangerous position due to the inherent risk of the
21 Defect.

22 147. Defendants should have learned of this widespread defect from the
23 sheer number of reports received from dealerships. Defendants' customer
24 relations department, which interacts with individual dealerships to identify
25 potential common defects, has undoubtedly received numerous reports regarding
26 the Defect. Defendants' customer relations department also collects and analyzes
27 field data including, but not limited to, repair requests made at dealerships,
28 technical reports prepared by engineers who have reviewed vehicles for which
warranty coverage is being requested, parts sales reports, and warranty claims

1 data.

2 148. Defendants' warranty department similarly analyzes and collects
3 data submitted by their dealerships to identify warranty trends in their vehicles.
4 It is Defendants' policy that when a repair is made under warranty the dealership
5 must provide Defendants with detailed documentation of the problem and a
6 complete disclosure of the repairs employed to correct it. Dealerships have an
7 incentive to provide detailed information to Defendant, because they will not be
8 reimbursed for any repairs unless the justification for reimbursement is
9 sufficiently detailed.

10 149. Defendant issued Technical Service Bulletin (TSB) Number 12-192-
11 15R on October 26, 2016, revised on November 19, 2016, that shows its
12 knowledge of the same Defect as it existed in prior model years for two of the
13 three Class Vehicles at issue here. This TSB states that:

14 Subaru of America, Inc. (SOA) Quality Assurance has identified an
15 increase in the number of cracked windshields on some 2015 and 2016MY
16 Legacy and Outback models. Further investigation has determined the root
17 cause for many of these failures to be the ceramic materials used for the
18 black-colored printed perimeter combined with the silver-colored material
19 used for the wiper deicer portion of the windshield glass. In response to this
20 increase, SOA is extending the original warranty on applicable factory-
21 installed windshields to 5 years / unlimited miles. This warranty extension
22 will cover windshield replacement a maximum of **ONE TIME** where
23 applicable on a vehicle with a VIN prior to those listed in the Production
24 Change Information on page 2 and meeting the guidelines outlined in this
25 bulletin.

26 150. The existence of the Defect is a material fact that a reasonable
27 consumer would consider when deciding whether to purchase or lease a Class
28 Vehicle. Had Plaintiffs and other Class Members known of the Defect, they

1 would have paid less for the Class Vehicles or would not have purchased or
2 leased them.

3 151. Reasonable consumers, like Plaintiffs, expect that a vehicle's
4 windshield will function in a manner that will not pose a safety risk and is free
5 from defects. Plaintiffs and Class Members further reasonably expect that
6 Defendants will not sell or lease vehicles with known safety defects, such as the
7 Defect, and will disclose any such defects to their consumers when it learns of
8 them. They did not expect Defendants to conceal and fail to disclose the Defect
9 to them, and to then continually deny its existence.

Defendants Have Actively Concealed the Defect

11 152. Despite their knowledge of the Defect in the Class Vehicles,
12 Defendants actively concealed the existence and nature of the defect from
13 Plaintiffs and Class Members. Specifically, Defendants failed to disclose or
14 actively concealed at and after the time of purchase, lease, or repair:

- (a) any and all known material defects or material nonconformity of the Class Vehicles, including the defects pertaining to the windshield;
- (b) that the Class Vehicles, including the windshields, were not in good in working order, were defective, and were not fit for their intended purposes; and
- (c) that the Class Vehicles and the windshields were defective, despite the fact that Defendants learned of such defects as early as early 2018.

24 153. When consumers present their Class Vehicles to an authorized
25 Defendants' dealer for windshield repairs, rather than repair the problem under
26 warranty, Defendants' dealers either inform consumers that their vehicles are
27 functioning properly or conduct repairs that merely mask the Defect.

28 154. Defendants have caused Class Members to expend money at their

dealerships to replace the Class Vehicles' windshields and pay for related repairs, despite Defendants' knowledge of the Defect.

Defendants Have Unjustly Retained A Substantial Benefit

4 155. On information and belief, Plaintiffs alleges that Defendants
5 unlawfully failed to disclose the alleged defect to induce them and other putative
6 Class Members to purchase or lease the Class Vehicles.

7 156. Plaintiffs further alleges that Defendants thus engaged in deceptive
8 acts or practices pertaining to all transactions involving the Class Vehicles,
9 including Plaintiff's.

10 157. As discussed above therefore, Plaintiffs allege that Defendants
11 unlawfully induced him to purchase his respective Class Vehicles by concealing
12 a material fact (the Defect) and that he would have paid less for the Class
13 Vehicles, or not purchased them at all, had he known of the defect.

14 158. Accordingly, Defendants' ill-gotten gains, benefits accrued in the
15 form of increased sales and profits resulting from the material omissions that did
16 - and likely will continue to - deceive consumers, should be disgorged.

CLASS ACTION ALLEGATIONS

18 159. Plaintiffs bring this lawsuit as a class action on behalf of themselves
19 and all others similarly situated as members of the proposed Class pursuant to
20 Federal Rules of Civil Procedure 23(a) and 23(b)(3). This action satisfies the
21 numerosity, commonality, typicality, adequacy, predominance, and superiority
22 requirements of those provisions.

23 | 160. The Class and Sub-Class are defined as:

California Sub-Class: All members of the Class who purchased or leased their Class Vehicle in the State of California.

CLRA Sub-Class: All members of the California Sub-Class who are “consumers” within the meaning of California Civil Code § 1761(d).

Implied Warranty Sub-Class: All members of the Class who took delivery of their vehicles in the State of California.

3 161. **Colorado Sub-Class:** All members of the Class who purchased or
4 leased their Class Vehicle in the State of Colorado. Excluded from the Class and
5 Sub-Classes are: (1) Defendant, any entity or division in which Defendants have
6 a controlling interest, and their legal representatives, officers, directors, assigns,
7 and successors; (2) the Judge to whom this case is assigned and the Judge's staff;
8 (3) any Judge sitting in the presiding state and/or federal court system who may
9 hear an appeal of any judgment entered; and (4) those persons who have suffered
10 personal injuries as a result of the facts alleged herein. Plaintiffs reserves the
11 right to amend the Class and Sub-Class definitions if discovery and further
12 investigation reveal that the Class and Sub-Class should be expanded or
13 otherwise modified.

14 162. Numerosity: Although the exact number of Class Members is
15 uncertain, and can only be ascertained through appropriate discovery, the number
16 is significant enough such that joinder is impracticable. The disposition of the
17 claims of these Class Members in a single action will provide substantial benefits
18 to all parties and to the Court. The Class Members are readily identifiable from
19 information and records in Defendants' possession, custody, or control, as well
20 as from records kept by the Department of Motor Vehicles.

163. Typicality: Plaintiffs' claims are typical of the claims of the Class
in that Plaintiffs, like all Class Members, purchased or leased a Class Vehicle
designed, manufactured, and distributed by Defendants. The representative
Plaintiffs, like all Class Members, has been damaged by Defendants' misconduct
in that he has incurred or will incur the cost of repairing or replacing the
defective windshield. Furthermore, the factual bases of Defendants' misconduct
are common to all Class Members and represent a common thread resulting in
injury to the Class.

164. Commonality: There are numerous questions of law and fact
common to Plaintiffs and the Class that predominate over any question affecting
Class Members individually. These common legal and factual issues include the
following:

- (a) Whether Class Vehicles suffer from defects relating to the windshield;
- (b) Whether the defects relating to the windshield constitute an unreasonable safety risk;
- (c) Whether Defendants knew about the defects pertaining to the windshield and, if so, how long Defendants have known of the defect;
- (d) Whether the defective nature of the windshield constitutes a material fact;
- (e) Whether Defendants have had an ongoing duty to disclose the defective nature of the windshield to Plaintiffs and Class Members;
- (f) Whether Plaintiffs and the other Class Members are entitled to equitable relief, including a preliminary and/or a permanent injunction;
- (g) Whether Defendants knew or reasonably should have known of the defects pertaining to the windshield before it sold and leased Class Vehicles to Class Members;
- (h) Whether Defendants should be declared financially responsible for notifying the Class Members of problems with the Class Vehicles and for the costs and expenses of repairing and replacing the defective windshields;
- (i) Whether Defendants are obligated to inform Class Members of their right to seek reimbursement for having paid to

diagnose, repair, or replace their defective windshields;

(j) Whether Defendants breached the implied warranty of merchantability pursuant to the Magnuson-Moss Warranty Act;

(k) Whether Defendants breached the implied warranty of merchantability pursuant to the Song-Beverly Act

(l) Whether Defendants breached their express warranties under UCC section 2301; and

(m) Whether Defendants breached written warranties pursuant to the Magnuson-Moss Warranty Act.

165. Adequate Representation: Plaintiffs will fairly and adequately protect the interests of the Class Members. Plaintiffs have retained attorneys experienced in the prosecution of class actions, including consumer and product defect class actions, and Plaintiffs intend to vigorously prosecute this action.

166. Predominance and Superiority: Plaintiffs and Class Members have all suffered, and will continue to suffer, harm and damages as a result of Defendants' unlawful and wrongful conduct. A class action is superior to other available methods for the fair and efficient adjudication of the controversy. Absent a class action, most Class Members would likely find the cost of litigating their claims prohibitively high and would therefore have no effective remedy. Because of the relatively small size of the individual Class Members' claims, it is likely that only a few Class Members could afford to seek legal redress for Defendants' misconduct. Absent a class action, Class Members will continue to incur damages, and Defendants' misconduct will continue unabated without remedy or relief. Class treatment of common questions of law and fact would also be a superior method to multiple individual actions or piecemeal litigation in that it will conserve the resources of the courts and the litigants and promote consistency and efficiency of adjudication.

FIRST CAUSE OF ACTION
**(Violation of California's Consumers Legal Remedies Act,
California Civil Code § 1750, *et seq.*)**
(On Behalf of the CLRA Sub-Class)

167. Plaintiffs incorporate by reference the allegations contained in the preceding paragraphs of this Complaint.

168. Plaintiffs bring this cause of action on behalf of themselves and the CLRA Sub-Class (CLRA Sub-Class).

169. Each Defendant is a “person” as defined by California Civil Code § 1761(c).

170. Plaintiffs and the CLRA Sub-Class members are “consumers” within the meaning of California Civil Code § 1761(d) because they purchased their Class Vehicles primarily for personal, family, or household use.

171. By failing to disclose and concealing the defective nature of the windshield from Plaintiffs and prospective CLRA Sub-Class members, Defendants violated California Civil Code § 1770(a), as it represented that the Class Vehicles and their windshields had characteristics and benefits that they do not have, and represented that the Class Vehicles and their windshields were of a particular standard, quality, or grade when they were of another. See Cal. Civ. Code §§ 1770(a)(5) & (7).

172. Defendants' unfair and deceptive acts or practices occurred repeatedly in Defendants' trade or business, were capable of deceiving a substantial portion of the purchasing public, and imposed a serious safety risk on the public.

173. Defendants knew that the Class Vehicles and their windshields suffered from an inherent defect, were defectively designed, and were not suitable for their intended use.

174. As a result of their reliance on Defendants' omissions, owners

1 and/or lessees of the Class Vehicles, including Plaintiffs, suffered an
2 ascertainable loss of money, property, and/or value of their Class Vehicles.
3 Additionally, as a result of the Defect, Plaintiffs and the CLRA Sub-Class
4 members were harmed and suffered actual damages in that the Class Vehicles'
5 windshields are substantially certain to crack or break before their expected
6 useful life has run.

7 175. Defendants were under a duty to Plaintiffs and the CLRA Sub-
8 Class members to disclose the defective nature of the windshields and/or the
9 associated repair costs because:

- 10 (a) Defendants were in a superior position to know the true state
11 of facts about the safety defect in the Class Vehicles'
12 windshields;
- 13 (b) Plaintiffs and the CLRA Sub-Class members could not
14 reasonably have been expected to learn or discover that their
15 windshields had a dangerous safety defect until it manifested;
16 and
- 17 (c) Defendants knew that Plaintiffs and the CLRA Sub-Class
18 members could not reasonably have been expected to learn of
19 or discover the safety defect.

20 176. In failing to disclose the defective nature of windshields, Defendants
21 knowingly and intentionally concealed material facts and breached their duty not
22 to do so.

23 177. The facts Defendants concealed from or failed to disclose to
24 Plaintiffs and the CLRA Sub-Class members are material in that a reasonable
25 consumer would have considered them to be important in deciding whether to
26 purchase or lease the Class Vehicles or pay less. Had Plaintiffs and the CLRA
27 Sub-Class members known that the Class Vehicles' windshields were defective,
28 they would not have purchased or leased the Class Vehicles or would have paid

1 less for them.

2 178. Plaintiffs and the CLRA Sub-Class members are reasonable
3 consumers who do not expect the windshields installed in their vehicles to
4 exhibit problems such as the Defect. This is the reasonable and objective
5 consumer expectation relating to a vehicle's windshield.

6 179. As a result of Defendants' conduct, Plaintiffs and the CLRA Sub-
7 Class members were harmed and suffered actual damages in that, on information
8 and belief, the Class Vehicles experienced and will continue to experience
9 problems such as the Defect.

10 180. As a direct and proximate result of Defendants' unfair or deceptive
11 acts or practices, Plaintiffs and the CLRA Sub-Class members suffered and will
12 continue to suffer actual damages.

13 181. Plaintiffs and the CLRA Sub-Class members are entitled to
14 equitable relief.

15 182. Plaintiff provided Defendant with notice of its violations of the
16 CLRA pursuant to California Civil Code § 1782(a). If, within 30 days,
17 Defendant fails to provide appropriate relief for their violations of the CLRA,
18 Plaintiff Patrick will amend this Complaint to seek monetary, compensatory, and
19 punitive damages, in addition to the injunctive and equitable relief that he seeks
20 now on behalf of himself and the CLRA Sub-Class.

21 **SECOND CAUSE OF ACTION**

22 **(Violation of California Business & Professions Code § 17200, *et seq.*)**

23 **(On Behalf of the California Sub-Class)**

24 183. Plaintiffs incorporates by reference the allegations contained in
25 paragraphs 1 to 167 of this Complaint.

26 184. Plaintiffs brings this cause of action on behalf of himself and the
27 California Sub-Class (CA Sub-Class).

28 185. As a result of their reliance on Defendants' omissions, owners

1 and/or lessees of the Class Vehicles, including Plaintiffs, suffered an
2 ascertainable loss of money, property, and/or value of their Class Vehicles.
3 Additionally, as a result of the Defect, Plaintiffs and the CA Sub-Class members
4 were harmed and suffered actual damages in that the Class Vehicles' windshields
5 are substantially certain to fail before their expected useful life has run.

6 186. California Business & Professions Code § 17200 prohibits acts of
7 "unfair competition," including any "unlawful, unfair or fraudulent business act
8 or practice" and "unfair, deceptive, untrue or misleading advertising."

9 187. Plaintiffs and the CA Sub-Class members are reasonable consumers
10 who do not expect their windshields to exhibit problems such as spontaneously
11 and/or unreasonably cracking, chipping and otherwise breaking, and frequent
12 replacement.

13 188. Defendants knew the Class Vehicles and their windshields were
14 defectively designed or manufactured, would fail prematurely, and were not
15 suitable for their intended use.

16 189. In failing to disclose the Defect, Defendants have knowingly and
17 intentionally concealed material facts and breached their duty not to do so.

18 190. Defendants were under a duty to Plaintiffs and the CA Sub-Class
19 members to disclose the defective nature of the Class Vehicles and their
20 windshields because:

- 21 (a) Defendants were in a superior position to know the true state
22 of facts about the safety defect in the Class Vehicles'
23 windshields; and
- 24 (b) Defendants actively concealed the defective nature of the
25 Class Vehicles and their windshields from Plaintiffs and the
26 CA Sub-Class.

27 191. The facts Defendants concealed from or failed to disclose to
28 Plaintiffs and the CA Sub-Class members are material in that a reasonable

1 person would have considered them to be important in deciding whether to
2 purchase or lease Class Vehicles. Had they known of the Defect, Plaintiffs and
3 the other CA Sub-Class members would have paid less for Class Vehicles
4 equipped with the windshields or would not have purchased or leased them at all.

5 192. Defendants continued to conceal the defective nature of the Class
6 Vehicles and their windshields even after Plaintiffs and the other CA Sub-Class
7 members began to report problems.

8 193. Defendants' conduct was and is likely to deceive consumers.

9 194. Defendants' acts, conduct, and practices were unlawful, in that they
10 constituted:

- 11 (a) Violations of California's Consumers Legal Remedies Act;
- 12 (b) Violations of the Song-Beverly Consumer Warranty Act;
- 13 (c) Violations of the Magnuson-Moss Warranty Act; and
- 14 (d) Breach of Express Warranty under California Commercial
15 Code § 2313.

16 195. By their conduct, Defendants have engaged in unfair competition
17 and unlawful, unfair, and fraudulent business practices.

18 196. Defendants' unfair or deceptive acts or practices occurred
19 repeatedly in Defendants' trade or business and were capable of deceiving a
20 substantial portion of the purchasing public.

21 197. As a direct and proximate result of Defendants' unfair and deceptive
22 practices, Plaintiffs and the other CA Sub-Class members have suffered and will
23 continue to suffer actual damages.

24 198. Defendants have been unjustly enriched and should be required to
25 make restitution to Plaintiffs and the other CA Sub-Class members pursuant to
26 §§ 17203 and 17204 of the Business & Professions Code.

27
28

THIRD CAUSE OF ACTION
**(Breach of Implied Warranty Pursuant to Song-Beverly
Consumer Warranty Act, California Civil Code §§ 1792 and 1791.1, *et seq.*)**
(On Behalf of the Implied Warranty Sub-Class)

199. Plaintiffs incorporate by reference the allegations contained in paragraphs 1 to 167 of this Complaint.

200. Plaintiffs bring this cause of action against Defendants on behalf of himself and the Implied Warranty Sub-Class (IW Sub-Class).

201. Defendants were at all relevant times the manufacturer, distributor, warrantor, and/or seller of the Class Vehicles. Defendants knew or had reason to know of the specific use for which the Class Vehicles were purchased or leased.

202. Defendants provided Plaintiffs and the IW Sub-Class members with an implied warranty that the Class Vehicles and their components and parts are merchantable and fit for the ordinary purposes for which they were sold. However, the Class Vehicles are not fit for their ordinary purpose of providing reasonably reliable and safe transportation because, *inter alia*, the Class Vehicles and their windshields suffered from an inherent defect at the time of sale and thereafter and are not fit for their particular purpose of providing safe and reliable transportation.

203. Defendants impliedly warranted that the Class Vehicles were of merchantable quality and fit for their intended use. This implied warranty included, among other things: (i) a warranty that the Class Vehicles and their windshields, which were manufactured, supplied, distributed, and/or sold by Defendants, would provide safe and reliable transportation; and (ii) a warranty that the Class Vehicles and their windshields would be fit for their intended use.

204. Contrary to the applicable implied warranties, the Class Vehicles and their windshields at the time of sale and thereafter were not fit for their ordinary and intended purpose of providing Plaintiffs and the IW Sub-Class

1 members with reliable, durable, and safe transportation. Instead, the Class
2 Vehicles are defective, including the defective windshields.

3 205. The alleged Defect is inherent and was present in each Class
4 Vehicle at the time of sale.

5 206. As a result of Defendants' breach of the applicable implied
6 warranties, owners and/or lessees of the Class Vehicles suffered an ascertainable
7 loss of money, property, and/or value of their Class Vehicles. Additionally, as a
8 result of the Defect, Plaintiffs and the IW Sub-Class members were harmed and
9 suffered actual damages in that the Class Vehicles' windshields are substantially
10 certain to fail before their expected useful life has run.

11 207. Defendants' actions, as complained of herein, breached the implied
12 warranty that the Class Vehicles were of merchantable quality and fit for such
13 use in violation of California Civil Code §§ 1792 and 1791.1.

14 **FOURTH CAUSE OF ACTION**

15 **(Violation of the Colorado Consumer Protection Act,**

16 **Colo. Rev. Stat. §§ 6-1-101 *et seq.*)**

17 **(On Behalf of the Colorado Sub-Class)**

18 208. Plaintiffs incorporate by reference and re-allege the allegations
19 contained in paragraphs 1-167 of this Complaint.

20 209. Plaintiff Stephen Moreno ("Colorado Plaintiff") brings this cause of
21 action on his own behalf and on behalf of the members of the Colorado Sub-
22 Class.

23 210. Subaru is a "person" within the meaning of the Colorado Consumer
24 Protection Act ("CCPA"), COLO. REV. STAT. § 6-1-102.

25 211. The CCPA prohibits a person from engaging in a "deceptive trade
26 practice," including "knowingly mak[ing] a false representation as to the
27 characteristics, ingredients, uses, benefits, alterations, or quantities of goods
28 [...];" "represent[ing] that goods, good, services, or property are of a particular

1 standard, quality, or grade, [...] if he knows or should know that they are of
2 another;” and “advertis[ing] goods, services, or property with intent not to sell
3 them as advertised.” COLO. REV. STAT. § 6-1-105(1)(e), (g), and (i).

4 212. Subaru participated in deceptive trade practices that violated the
5 CCPA as described below and alleged throughout the Complaint. By failing to
6 disclose the Defect, by concealing the Defect, by marketing its vehicles as safe,
7 reliable, easily operable, efficient, and of high quality, and by presenting itself as
8 a reputable manufacturer that valued safety, cleanliness, performance and
9 efficiency, and stood behind its vehicles after they were sold, Subaru knowingly
10 and intentionally misrepresented and omitted material facts in connection with
11 the sale or lease of the Class Vehicles. Subaru systematically misrepresented,
12 concealed, suppressed, or omitted material facts relating to the Class Vehicles
13 and the Defect in the course of its business.

14 213. Subaru also engaged in unlawful trade practices by employing
15 deception, deceptive acts or practices, fraud, misrepresentations, or concealment,
16 suppression or omission of any material fact with intent that others rely upon
17 such concealment, suppression or omission, in connection with the sale of the
18 Class Vehicles.

19 214. Subaru’s unfair and deceptive acts or practices occurred repeatedly
20 in Subaru’s trade or business, were capable of deceiving a substantial portion of
21 the purchasing public, and imposed a serious safety risk on the public.

22 215. Subaru knew that the Class Vehicles and their transmissions
23 suffered from an inherent defect, were defectively designed or manufactured, and
24 were not suitable for their intended use.

25 216. Subaru knew or should have known that its conduct violated the
26 CCPA.

27 217. Colorado Plaintiff and the Colorado Sub-Class Members reasonably
28 relied on Subaru’s misrepresentations and omissions of material facts in its

1 advertisements of the Class Vehicles and in the purchase of the Class Vehicles.

2 218. Had Colorado Plaintiff and the Colorado Sub-Class Members
3 known that the Class Vehicles would exhibit the Defect, they would not have
4 purchased or leased the Class Vehicles, or would have paid less for them.
5 Plaintiffs did not receive the benefit of their bargain as a result of Subaru's
6 misconduct.

7 219. Colorado Plaintiff and the Colorado Sub-Class Members suffered
8 injury in fact to a legally protected interest. As a result of Subaru's conduct,
9 Colorado Plaintiff and the Colorado Sub-Class Members were harmed and
10 suffered actual damages in the form of the diminished value of their vehicles.

11 220. As a result of Subaru's conduct, Colorado Plaintiff and the Colorado
12 Sub-Class Members were harmed and suffered actual damages as a result of
13 Subaru's misrepresentations and omissions with regard to their Class Vehicles
14 windshields because they purchased vehicles which do not perform as
15 advertised.

16 221. As a direct and proximate result of Subaru's unfair or deceptive acts
17 or practices, Colorado Plaintiff and the Colorado Sub-Class Members suffered
18 and will continue to suffer injury in fact and/or actual damages.

19 222. Colorado Plaintiff and the Colorado Sub-Class Members seek
20 damages in an amount to be proven at trial, including but not limited to actual
21 damages, under the CCPA.

22 FIFTH CAUSE OF ACTION

23 **(Breach of Implied Warranty of Merchantability, Colo. Rev. Stat. §§ 4-2-
24 313 AND 4-2.5-212)**

25 **(On Behalf of the Colorado Sub-Class)**

26 223. Plaintiffs incorporate by reference and re-allege the allegations
27 contained in paragraphs 1-167 of this Complaint.

28 224. Colorado Plaintiff brings this cause of action on his own behalf and

1 on behalf of the members of the Colorado Sub-Class.

2 225. Subaru is and was at all relevant times a “merchant” with respect to
3 motor vehicles under COLO. REV. STAT. §§ 4-2-104(1) and 4-2.5-103(3), and
4 a “seller” of motor vehicles under § 4-2-103(1)(d).

5 226. With respect to leases, Subaru is and was at all relevant times a
6 “lessor” of motor vehicles under COLO. REV. STAT. § 4-2.5-103(1)(p).

7 227. The Class Vehicles are and were at all relevant times “goods” within
8 the meaning of COLO. REV. STAT. §§ 4-2-105(1) and 4-2.5-103(1)(h).

9 228. A warranty that the Class Vehicles were in merchantable condition
10 and fit for the ordinary purpose for which vehicles are used is implied by law
11 under COLO. REV. STAT. §§ 4-2-313 and 4-2.5-212.

12 229. Subaru knew or had reason to know of the specific use for which the
13 Class Vehicles were purchased or leased. Subaru directly sold and marketed
14 Class Vehicles to customers through authorized dealers, like those from whom
15 Colorado Plaintiff and the Colorado Sub-Class Members bought or leased their
16 vehicles, for the intended purpose of consumers purchasing the vehicles. Subaru
17 knew that the Class Vehicles would and did pass unchanged from the authorized
18 dealers to Colorado Plaintiff and the Colorado Sub-Class Members, with no
19 modification to the defective transmissions.

20 230. Subaru provided Plaintiffs and Class Members with an implied
21 warranty that the Class Vehicles and their components and parts are
22 merchantable and fit for the ordinary purposes for which they were sold.

23 231. This implied warranty included, among other things: (i) a warranty
24 that the Class Vehicles and their transmissions that were manufactured, supplied,
25 distributed, and/or sold by Subaru were safe and reliable for providing
26 transportation; and (ii) a warranty that the Class Vehicles and their transmissions
27 would be fit for their intended use while the Class Vehicles were being operated.

28 232. Contrary to the applicable implied warranties, the Class Vehicles

1 and their transmissions at the time of sale and thereafter were not fit for their
2 ordinary and intended purpose of providing Plaintiffs and Class Members with
3 reliable, durable, and safe transportation. Instead, the Class Vehicles are
4 defective, including, but not limited to, the defective design and/or manufacture
5 of their windshields and the existence of the Defect at the time of sale or lease
6 and thereafter. Subaru knew of this defect at the time these sale or lease
7 transactions occurred.

8 233. As a result of Subaru's breach of the applicable implied warranties,
9 Colorado Plaintiff and the Colorado Sub-Class Members of the Class Vehicles
10 suffered an ascertainable loss of money, property, and/or value of their Class
11 Vehicles. Additionally, as a result of the Defect, Colorado Plaintiff and the
12 Colorado Sub-Class Members were harmed and suffered actual damages in that
13 the Class Vehicles' windshields are substantially certain to crack or otherwise
14 fail before their expected useful life has run.

15 234. Subaru's actions, as complained of herein, breached the implied
16 warranty that the Class Vehicles were of merchantable quality and fit for such
17 use in violation of COLO. REV. STAT. §§ 4-2-313 and 4-2.5-212.

18 235. Colorado Plaintiff and the Colorado Sub-Class Members have
19 complied with all obligations under the warranty, or otherwise have been
20 excused from performance of said obligations as a result of Subaru's conduct
21 described herein.

22 236. Colorado Plaintiff and the Colorado Sub-Class Members were not
23 required to notify Subaru of the breach because affording Subaru a reasonable
24 opportunity to cure its breach of written warranty would have been futile. Subaru
25 was also on notice of the Defect from the complaints and service requests it
26 received from Plaintiffs and the Colorado Sub-Class Class Members, from
27 repairs and/or replacements of the transmissions or components thereof, and
28 through other internal sources.

237. As a direct and proximate cause of Subaru's breach, Colorado Plaintiff and the Colorado Sub-Class Members suffered damages and continue to suffer damages, including economic damages at the point of sale or lease and diminution of value of their Class Vehicles. Additionally, Colorado Plaintiff and the Colorado Sub-Class Members have incurred or will incur economic damages at the point of repair in the form of the cost of repair.

238. As a direct and proximate result of Subaru's breach of the implied warranty of merchantability, Colorado Plaintiff and the Colorado Sub-Class Members have been damaged in an amount to be proven at trial.

SIXTH CAUSE OF ACTION

**(Breach of Warranty under the Magnuson-Moss Warranty Act,
15 U.S.C. § 2303 *et seq.*)**
(On Behalf of the Class)

239. Plaintiffs incorporate by reference the allegations contained in paragraphs 1 to 167 of this Complaint.

240. Plaintiffs bring this cause of action on behalf of themselves and on behalf of the Class against Defendants.

241. Defendants provided all purchasers and lessees of the Class Vehicles with an express warranty described infra, which became a material part of the bargain. Accordingly, Defendants' express warranty is an express warranty under California law.

242. The windshields were manufactured and/or installed in the Class Vehicles by Defendants and are covered by the express warranty.

243. In a section entitled "What Is Covered," Defendants' express warranty provides in relevant part that "These warranties cover any repairs needed to correct defects in material or workmanship reported during the applicable warranty period and which occur under normal use: . . . in any part of the 2017 model year Subaru which is identified on the inside front cover of this

1 Warranty & Maintenance Booklet(the "vehicle")."

2 244. According to Defendants, "BASIC COVERAGE is 3 years or
3 36,000 miles, whichever comes first."

4 245. Defendants breached the express warranties by selling and leasing
5 Class Vehicles with windshields that were defective, requiring repair or
6 replacement within the warranty period, and refusing to honor the express
7 warranty by repairing or replacing, free of charge, the windshields, and instead,
8 replacing the defective windshields with equally defective windshields. By
9 simply replacing Plaintiffs' and Class Members' defective windshields with
10 similarly defective windshields, Defendants have failed to "repair" the defects as
11 alleged herein.

12 246. Plaintiffs were not required to notify Defendants of the breach or
13 was not required to do so because affording Defendants a reasonable opportunity
14 to cure their breach of written warranty would have been futile. Defendants were
15 also on notice of the defect from complaints and service requests it received from
16 Class Members, from repairs and/or replacements of the windshield, and from
17 other internal sources.

18 247. As a direct and proximate cause of Defendants' breach, Plaintiffs
19 and the other Class members have suffered, and continue to suffer, damages,
20 including economic damages at the point of sale or lease. Additionally, Plaintiffs
21 and the other Class members have incurred or will incur economic damages at
22 the point of repair in the form of the cost of repair.

23 248. Plaintiffs and the other Class members are entitled to legal and
24 equitable relief against Defendant, including actual damages, consequential
25 damages, specific performance, attorneys' fees, costs of suit, and other relief as
26 appropriate.

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SEVENTH CAUSE OF ACTION

(Breach of Implied Warranty under the Magnuson-Moss Warranty Act,

15 U.S.C. § 2303 *et seq.*)

(On Behalf of the Class)

249. Plaintiffs incorporate by reference the allegations contained in paragraphs 1 to 167 of this Complaint.

250. Plaintiffs bring this cause of action on behalf of themselves and the Class against Defendant.

251. The Class Vehicles are a “consumer product” within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(1).

252. Plaintiffs and Class Members are “consumers” within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(3).

253. Each Defendant is a “supplier” and “warrantor” within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(4)-(5).

254. Defendants impliedly warranted that the Class Vehicles were of merchantable quality and fit for use. This implied warranty included, among other things: (i) a warranty that the Class Vehicles and their windshields were manufactured, supplied, distributed, and/or sold by Defendants would provide safe and reliable transportation; and (ii) a warranty that the Class Vehicles and their windshields would be fit for their intended use while the Class Vehicles were being operated.

255. Contrary to the applicable implied warranties, the Class Vehicles and their windshields at the time of sale and thereafter were not fit for their ordinary and intended purpose of providing Plaintiffs and Class members with reliable, durable, and safe transportation. Instead, the Class Vehicles are defective, including the defective design of their windshields.

256. Defendants' breach of implied warranties has deprived Plaintiffs and Class members of the benefit of their bargain.

1 257. The amount in controversy of Plaintiffs' individual claims meets or
2 exceeds the sum or value of \$25,000. In addition, the amount in controversy
3 meets or exceeds the sum or value of \$50,000 (exclusive of interests and costs)
4 computed on the basis of all claims to be determined in this suit.

5 258. Defendants have been afforded a reasonable opportunity to cure
6 their breach, including when Plaintiffs and Class members brought their vehicles
7 in for diagnoses and repair of the windshields.

8 259. As a direct and proximate cause of Defendants' breach of implied
9 warranties, Plaintiffs and Class members sustained and incurred damages and
10 other losses in an amount to be determined at trial. Defendants' conduct
11 damaged Plaintiffs and Class members, who are entitled to recover actual
12 damages, consequential damages, specific performance, diminution in value,
13 costs, attorneys' fees, and/or other relief as appropriate.

14 260. As a result of Defendants' violations of the Magnuson-Moss
15 Warranty Act as alleged herein, Plaintiffs and Class members have incurred
16 damages.

EIGHTH CAUSE OF ACTION (For Unjust Enrichment) (On Behalf of the Class)

20 261. Plaintiffs incorporate by reference the allegations contained in
21 paragraphs 1 to 167 of this Complaint.

22 262. Plaintiffs bring this cause of action on behalf of himself and the
23 Class.

24 263. As a direct and proximate result of Defendants' failure to disclose
25 known defects, Defendants have profited through the sale and lease of the Class
26 Vehicles. Although these vehicles are purchased through Defendants' agents,
27 the money from the vehicle sales flows directly back to Defendant.

264. Additionally, as a direct and proximate result of Defendants' failure

1 to disclose known defects in the Class Vehicles, Plaintiffs and Class Members
2 have vehicles that require repeated, high-cost repairs that can and therefore have
3 conferred an unjust substantial benefit upon Defendant.

4 265. Defendants have been unjustly enriched due to the known defects in
5 the Class Vehicles through the use money paid that earned interest or otherwise
6 added to Defendants' profits when said money should have remained with
7 Plaintiffs and Class Members.

8 266. As a result of the Defendants' unjust enrichment, Plaintiffs and
9 Class Members have suffered damages.

10 **RELIEF REQUESTED**

11 267. Plaintiffs, on behalf of themselves and all others similarly situated,
12 request the Court to enter judgment against Defendant, as follows:

- 13 (a) An order certifying the proposed Class and Sub-Classes,
14 designating Plaintiffs as named representatives of the Class,
15 and designating the undersigned as Class Counsel;
- 16 (a) A declaration that Defendants are financially responsible for
17 notifying all Class Members about the defective nature of the
18 windshields, including the need for periodic maintenance;
- 19 (b) An order enjoining Defendant from further deceptive
20 distribution, sales, and lease practices with respect to Class
21 Vehicles; compelling Defendant to issue a voluntary recall for
22 the Class Vehicles pursuant to. 49 U.S.C. § 30118(a);
23 compelling Defendant to remove, repair, and/or replace the
24 Class Vehicles' defective windshields with suitable
25 alternative product(s) that do not contain the defects alleged
26 herein; enjoining Defendant from selling the Class Vehicles
27 with the misleading information; and/or compelling
28 Defendant to reform their warranty, in a manner deemed to be

1 appropriate by the Court, to cover the injury alleged and to
2 notify all Class Members that such warranty has been
3 reformed;

4 (c) A declaration requiring Defendant to comply with the various
5 provisions of the Song-Beverly Act alleged herein and to
6 make all the required disclosures;

7 (d) An award to Plaintiffs and the Class for compensatory,
8 exemplary, and statutory damages, including interest, in an
9 amount to be proven at trial; except that Plaintiffs do not
10 currently seek monetary damages under the Consumers Legal
11 Remedies Act;

12 (e) Any and all remedies provided pursuant to the Song-Beverly
13 Act, including California Civil Code section 1794;

14 (f) Any and all remedies provided pursuant to the Magnuson-
15 Moss Warranty Act;

16 (g) A declaration that Defendant must disgorge, for the benefit of
17 the Class, all or part of the ill-gotten profits it received from
18 the sale or lease of the Class Vehicles or make full restitution
19 to Plaintiffs and Class Members;

20 (h) An award of attorneys' fees and costs, as allowed by law;

21 (i) An award of attorneys' fees and costs pursuant to California
22 Code of Civil Procedure § 1021.5;

23 (j) An award of pre-judgment and post-judgment interest, as
24 provided by law;

25 (k) Leave to amend the Complaint to conform to the evidence
26 produced at trial; and

27 (l) Such other relief as may be appropriate under the
28 circumstances.

DEMAND FOR JURY TRIAL

268. Pursuant to Federal Rule of Civil Procedure 38(b) and Central District of California Local Rule 38-1, Plaintiffs demands a trial by jury of all issues in this action so triable.

Dated: December 5, 2019

Respectfully submitted,

Capstone Law APC

By: /s/ Steven Weinmann

Steven Weinmann

Tarek H. Zohdy

Cody R. Padgett
T. J. K. M.

Trisha K. Mōnesi

/s/ Russell D. Paul

Russell D. Paul

Amey J. Park

Finley J. Park
BERGER MONTAGUE PC

Attorneys for Plaintiffs and the Class

EXHIBIT 1

1 Steven Weinmann (SBN 190956)
2 Steven.Weinmann@capstonelawyers.com
3 Tarek H. Zohdy (SBN 247775)
4 Tarek.Zohdy@capstonelawyers.com
5 Cody R. Padgett (SBN 275553)
6 Cody.Padgett@capstonelawyers.com
7 Trisha K. Monesi (SBN 303512)
8 Trisha.Monesi@capstonelawyers.com
9 Capstone Law APC
10 1875 Century Park East, Suite 1000
11 Los Angeles, California 90067
12 Telephone: (310) 556-4811
13 Facsimile: (310) 943-0396

14 Russell D. Paul (*pro hac vice* pending)
15 rpaul@bm.net
16 Amey J. Park (*pro hac vice* pending)
17 apark@bm.net
18 BERGER MONTAGUE P.C.
19 1818 Market Street, Suite 3600
20 Philadelphia, PA 19103
21 Telephone: (215) 875-3000
22 Facsimile: (215) 875-4604

23 Attorneys for Plaintiffs

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UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

17 GORDON ARMSTRONG,
18 ANDREW VIERRA, SANDY
19 MORENO and STEPHEN
20 MERMAN, individually, and on
21 behalf of a class of similarly situated
22 individuals,

23 Plaintiffs,

24 v.

25 SUBARU OF AMERICA, INC. and
26 FUJI HEAVY INDUSTRIES, LTD.,

27 Defendants.

28 Case No.:

**DECLARATION OF GORDON
ARMSTRONG IN SUPPORT OF
VENUE FOR CLASS ACTION
COMPLAINT PURSUANT TO
CIVIL CODE § 1780(d)**

1 DECLARATION OF GORDON ARMSTRONG

2 I, GORDON ARMSTRONG, declare under penalty of perjury as follows:

3 1. I make this declaration based upon my personal knowledge except as
4 to those matters stated herein that are based upon information and belief, and as to
5 those matters, I believe them to be true. I am over the age of eighteen, a citizen of
6 the State of California, and a Plaintiff in this action.

7 2. Pursuant to California Civil Code §1780(d), this Declaration is
8 submitted in support of Plaintiff's Selection of Venue for the Trial of Plaintiffs'
9 Cause of Action alleging violation of California's Consumers Legal Remedies Act.

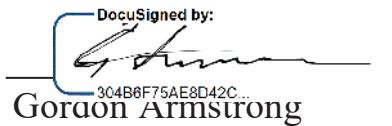
10 3. I reside in Santa Clarita, California, which is in the County of Los
11 Angeles. I purchased a 2017 Subaru Outback that is the subject of this lawsuit in
12 California and accepted delivery of the vehicle in the County of Ventura.

13 4. I am informed and believe that Defendant Subaru of America, Inc.
14 ("SOA" or "Subaru") is a New Jersey corporation organized and existing under the
15 laws of the State of New Jersey and is registered to conduct business in California.
16 Subaru's corporate headquarters and principal place of business is located at One
17 Subaru Drive, Camden, New Jersey 08103. On information and belief, Defendant
18 conducts business in Los Angeles and Ventura County.

19 5. Based on the facts set forth herein, this Court is a proper venue for the
20 prosecution of Plaintiff's Cause of Action alleging violation of California's
21 Consumers Legal Remedies Act because my 2017 Subaru Outback that is the
22 subject of this lawsuit is situated here, and a substantial portion of the events
23 giving rise to my claims occurred here.

24 6. I declare under penalty of perjury under the laws of California and the
25 United States of America that the foregoing is true and correct.

26 Executed on December 5, 2019, in Santa Clarita, California.

27
28 
DocuSigned by:
Gordon Armstrong
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